Microsoft MAGAZINE

JUNE 1995

20 top features in Windows 95

Windows 95 Preview

Online with The Microsoft Network

PLUS

- Product support for Windows 95
- Beta testing at House of Blues
- Windows 95 at home
- The people behind the programming
- Your questions answered

Advance look: Microsoft Office for Windows 95

msn.

The Microsoft Network

Now the information you want will come when you call.

With all the advancements technology has given us, you'd think your online service would be a little friendlier.

In the future it will be. MSN, The Microsoft Network, will cheerfully deliver information right to your Windows®-based desktop. The Windows 95™ Shortcuts will help you retrieve your favorite Web sites with a simple command. And information access will be as easy as using your Windows 95 interface.

After all, shouldn't your online service be your best friend? Your loyal companion? The one to lick your face on those lonely stretches of the information super-highway? The future is closer than you think. MSN will be yours as a feature of Windows 95.* | Just fetch it.

Microsoft®

WHERE DO YOU WANT TO GO TODAY?™

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* The software to access MSN is a feature of Windows 95. There is a fee to become a member of MSN and to access the service.

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Startup

Dear Readers,

The hard part is nearly over. Or is it? With the launch of Microsoft® Windows® 95 just ahead, you can almost hear a collective sigh emanate from the Microsoft corporate campus. Yet at the same time, you can hear just about everyone wondering how customers will respond to the new operating system and contemplating new ways to make your computing easier.

Getting the new operating system out the door really is just the beginning. There are, and will continue to be, dozens of Microsoft programs created to take advantage of all Windows 95 has to offer—products for the office and home, available online and off the shelf. We preview several in this special issue. Giving you the support you need to get the most out of Windows 95 right away is another post-launch priority for us. We encourage you to tear out and save the special support article beginning on page 20.

With the launch of Windows 95, we're also relaunching *Microsoft Magazine*. Starting with the September issue, this magazine will be produced and published by TPD Publishing and Microsoft together. While the overall look and editorial direction will remain mostly the same, the partnership does mean we can bring you an even larger magazine with more of the in-depth how-to information you want. And you'll get it more often—six times a year instead of four. *Microsoft Magazine* also will carry advertising relevant to your computing needs.

Next time, look for extensive articles on how to install and use new Windows 95 and the top programs designed to work with it, plus new tips and tricks, product previews, and much more. After all, we're just getting started.

Sharon McKenna

Dialog Box

Where's the Mac?

■ I HAVE JUST RECEIVED the Spring 1995 edition of *Microsoft Magazine*. As was true of the first edition, this appears to be a very useful publication.

However, it is still geared completely to PC users. When is the Macintosh® version going to be out?

JOHN SCHUELER
schuelej@ccmail.nhq.sony.com

ALTHOUGH THERE ARE NO PLANS *for a Macintosh-specific publication, from time to time we try to provide information helpful to Macintosh users. For example, if you'll look again at the Tips feature in the Spring issue, you'll notice that half of the tips are dual platform.*

We plan to expand our page count in the future and thus might provide more Macintosh-specific articles. However, the overwhelming majority of our subscribers are Windows-based users, and we strive to create editorial content that serves our largest readership.—Ed.

More, please

■ AS AN OVERZEALOUS NEOPHYTE, my initial impression of the article on "50 Fabulous Tips" was suspicion. However, it has been a source of fun as well as providing helpful advice presented in a very clear, friendly fashion. Keep this type of material coming. It's great!

ALLAN BRAUNSTEIN
ppsn84a@prodigy.com

User friendly

■ THE VIEW IS GREAT FROM HERE. I would to like to commend Microsoft for really creating a publication that is beneficial to everyone in personal and business computing. The magazine layout isn't threatening to computer novices while providing in-depth information and tips to power users. Our company's users do not have the time or the patience to always read the manuals. *Microsoft Magazine* fills in this void, and gives quick and accurate solutions to everyday tasks. Keep up with tips; they are the most valuable components for day-to-day productivity.

MICHAEL MALONE
Russellville, AL

Two tickets, please

■ I JUST SAW ON PRODIGY™ that Windows 95 is going to do a 20-plus city tour. I looked in your Spring 1995 issue to see if the cities were listed and they weren't.

Will the Windows 95 Tour come near Wilmington, Delaware? And if so, where and when? Thanks so much.

STEVE PIE
gwhf25a@prodigy.com

PLEASE REFER *to the "Windows 95 World Tour" article on page 7 for more information.—Ed.*

techsupport@where?

■ JUST GOT MY FIRST ISSUE of *Microsoft Magazine*. As soon as I am done with it, you'll get your survey. Looks good so far.

You know, the last thing I needed was another magazine. But I'll have no problem getting rid of someone else's. Yours is a keeper.

Just one thing. I still can't find an e-mail number for tech support. All you mention are forums. For those of us who are comfortable with e-mail but are still scared to death of forums, it

would be nice to be able to contact tech support by mail. If there is an address, please send it to me.

I've already used some of the tips from the last issue. Keep up the good work.

KARL MAUL
70543.3427@compuserve

THERE'S NO ADDRESS *for one-to-one tech support via electronic mail at this time. But it's a good idea and Microsoft is considering it for the future. Thanks for your input.—Ed.*

Dropped the "h"

■ I WAS JUST FLIPPING THROUGH my copy of the Spring 1995 issue of *Microsoft Magazine* and came across a small typo on page 23. To access Knowledge Base articles via World Wide Web, the address should be:

http://www.microsoft.com

Some of the new users might get confused.

SCOTT WAKEMAN
sew@philabs.philips.com

P.S. *Microsoft Magazine* is excellent. It's very informative.

THANKS AND SORRY *about the confusion.—Ed.*

A minute saved is a minute earned

■ THANK YOU for the formatting tip in the latest edition of your magazine. Thanks to you, I now save about five minutes of cell formatting every time I paste financial info from one spreadsheet to another. No longer will I have to manually delete zeroes in blank cells carried over from the other sheet. Your solution for hiding the zeroes has now been formatted in the appropriate cells on my templates. Can't wait to try it.

KEVIN BANNON
kbannon@aol.com

Too few and far between

■ I VERY MUCH LIKE your magazine. However, I'll give one suggestion: I wish it would come more often—maybe once a month. Thanks for the great magazine.

GLENN MARTIN
ezra@aol.com

OUR PLAN *is to publish* Microsoft Magazine *six times a year beginning in September.—Ed.*

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Be sure to include your complete old and new addresses along with your full name in your change-of-address message.

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Learning for a high-tech world

For today's schoolchildren, computer literacy is virtually as fundamental to success as "the three Rs." And schools, like businesses, need to focus on keeping costs down, efficiency up, and decision making streamlined.

Microsoft offers programs to help families, teachers, and educational institutions better understand how to use technology to improve learning and run schools more effectively. Programs include Family Technology Nights that give parents hands-on insight into computers in the classroom, and Help '95 Technology Workshops for school administrators and technology coordinators that offer how-to advice on implementing technology in schools. Microsoft also offers the Authorized Academic Training Program to high schools and higher education institutions.

For more information about Microsoft educational programs, call (800) 426-9400.

Support info on CD-ROM

If you are a computer professional, you can get timely, in-depth technical information about Microsoft products and technologies on Microsoft TechNet. Two compact discs, updated monthly, contain the entire Microsoft Knowledge Base, complete product resource kits, updated drivers and patches, technical and application notes, and more. A single-user license is available for $299 per year. A single-server license also is available. To subscribe, call (800) 344-2121, ext. 3126, or contact your local reseller.

Keep informed—join a user group

Are you interested in learning more about computers so that you can get more done, have more fun, and make better decisions about your hardware and software purchases? If so, consider joining or forming a computer user group. User groups are a great way for computer users of all abilities to get together, network, and share information and ideas in a relaxed, informal setting.

User groups usually are formed around hardware platforms (such as IBM® or Macintosh), operating systems (such as Windows), or special interests (from multimedia to Visual Basic® or Visual FoxPro™). Annual dues vary based on the group and the benefits of membership. Typical benefits include monthly meetings, which often feature new product demonstrations; user group newsletters; discounts on computer products; access to the Internet and other user group members via a bulletin board; and member-to-member technical support, including help lines. Most groups also host guest speakers from software and hardware companies.

To join an existing group, call the Association of Personal Computer User Groups (APCUG) at (914) 876-6678 for information on APCUG member groups throughout the country. If you're interested in starting a special interest group, contact the Microsoft Mindshare User Group Program at (800) 228-6738, ext. 1, and request a free copy of *Making Connections*, an online guide to getting a user group off the ground.

News about Windows 95—now and later

If you want to learn more about the Microsoft Windows 95 operating system and would like to receive biweekly, electronic-mail updates, subscribe to the WinNews Electronic Newsletter (available online only). Prior to the release of Windows 95, the newsletter reports on what's coming in the new release. After August, it will answer technical questions about Windows 95 and explain how to use Windows 95 with 32-bit applications being released for the new operating system. To subscribe, send Internet mail to enews14@microsoft.nwnet.com. Type SUBSCRIBE WINNEWS **as the only text in your message.**

Along with the newsletter, look at these Microsoft WinNews online file sections:

Internet: FTP://FTP.MICROSOFT.COM/PEROPSYS/WIN_NEWS

World Wide Web (Mosaic): HTTP://WWW.MICROSOFT.COM

The Microsoft Network (coming in August): Computers and Software/Software Companies/Microsoft/Windows 95/WinNews

CompuServe®: go winnews

Prodigy: winnews

America Online®: winnews

GEnie™: Download files from the WinNews area under the Windows RTC

■ **Windows 95 series airs on Microsoft TV.** If you manage an information system (IS) department and want business and technical information on how to migrate to the Windows 95 operating system, Microsoft provides free training via Microsoft TV. TrainCast is a series of Microsoft programs that demonstrate how to plan, implement, and support the migration to Windows 95. The broadcasts teach how to increase IS control over the desktop and end-user productivity, while reducing the amount of time spent on end-user support. TrainCast also covers technical information on network integration, systems management tools, security, and various options to upgrade desktops running the Windows 3.1, Windows® for Workgroups, or MS-DOS® operating system. During the broadcasts, viewers have telephone access to Microsoft experts who answer questions live about specific migration issues.

Microsoft turns 20

1995 marks the 20th anniversary of Microsoft. In early 1975 Bill Gates and Paul Allen wrote the first computer language program for a personal computer—BASIC for the MITS Altair 8800. The program was a hefty 4 kilobytes (including room for data storage) and was used both as an operating system and to write simple programs. This photo, taken in 1978, is one of the first staff shots of Microsoft employees. Paul Allen, Microsoft's cofounder, is at the bottom right. Can you find Bill Gates without our help?

Get technical on the Internet

Through the Internet, you can access the same technical information used by the support engineers at Microsoft Product Support Services. The Microsoft Knowledge Base includes technical product information, bug and fix lists, and documentation corrections. The Microsoft Software Library features a collection of free software add-ons, bug fixes, peripheral drivers, software updates, and programming aids. If you have a modem, you can connect to both through the following Internet locations:

- Anonymous file transfer protocol (FTP)
  FTP://FTP.MICROSOFT.COM
- World Wide Web
  HTTP://WWW.MICROSOFT.COM
- Gopher
  GOPHER://GOPHER.MICROSOFT.COM

Get an inside look at Windows 95

Does everything you've seen, heard, and read about the Windows 95 operating system leave you wanting even more information? You can find it in a new book from Microsoft Press, *Introducing Microsoft Windows 95*. This 330-page book describes in detail what you can expect to see in Windows 95—and how you can use the product's new features and capabilities to your benefit at work and home.

Written by the Windows 95 product team for people of all levels of computing expertise, *Introducing Microsoft Windows 95* covers everything from Plug and Play device support to base system architecture. A question-and-answer section tackles issues such as Internet connectivity, training and migration costs, and what types of applications the operating system will support. Readers get pointers to resources for updated news about Windows 95. And step-by-step Try It! activities demonstrate new features and commands, making this a useful resource even after you're up and running. *Introducing Microsoft Windows 95* is available at local bookstores and software retailers.

Windows 95 World Tour

Get a "sneak preview" of the Microsoft Windows 95 operating system when the Windows 95 World Tour comes to a town near you this summer.

The 23-city tour, which kicked off in May, demonstrates the major new features in Windows 95, including the new user interface, performance and ease-of-use enhancements, Plug and Play, and dial-up networking. You'll learn the differences between Windows version 3.1 and Windows 95. And you'll have the chance to see some of the 32-bit applications that have been developed to run on Windows 95. At each session, there will be drawings for prizes, including a computer system loaded with a prerelease version of Windows 95.

Remaining Windows 95 World Tour dates and locations include:

- June 13—Sacramento
- June 15—San Diego
- June 19—Anaheim
- June 26—Vancouver, B.C.
- June 29—Pasadena
- July 10—Oklahoma City
- July 11—St. Louis
- July 17—Philadelphia
- July 19—San Francisco
- July 24—San Antonio

The Windows 95 World Tour events are free. If you would like to attend, call (800) 685-0951 to get exact locations and times for the session nearest you.

For information on how to receive the Microsoft TV satellite signals of TrainCast, where to view the programs if you don't have a satellite receiver, or how to order videotapes of the broadcast, call (800) 597-3200.

■ **"Dangerous" customers do good deed.** With Microsoft Dangerous Creatures, you do more than just learn about the world's wildest animals—you help save them. A percentage of sales of Dangerous Creatures benefits World Wildlife Fund. So far, you have donated enough to help preserve 1.4 million square feet of rain forest, making things a little less dangerous for the creatures who live there.

Start

In this special issue of *Microsoft Magazine*, we give you a 28-page, in-depth, advance look at Windows 95 so that you can find out what to expect from this new operating system.

Top 20 features. Get the inside scoop on 20 top features in Windows 95, including the new Start button pictured on the facing page. Beginning on page 10, we show you what each feature is and what it will do for you. **The Microsoft Network comes online.** Access to the information highway will be built right into the new operating system. Turn to page 14 to see what Microsoft's new online service looks like, discover what to expect from "day one" and beyond, and much more. **The people behind the operating system.** On page 22, we introduce a few of the developers whose technical and creative expertise helped shape Windows 95. **Learn from a business that's already using Windows 95.** Tens of thousands of businesses took part in the Windows 95 beta test—the largest in Microsoft history. Join us behind the scenes at Los Angeles–based House of Blues as we put the spotlight on what one beta site has learned from putting Windows 95 to the test (page 24). **See what products are coming for Windows 95.** Preview some of the upcoming Microsoft programs that will take advantage of Plug and Play, multitasking, and other new features of Windows 95, starting on page 30.

Also in this issue: answers to *Microsoft Magazine* reader questions about Windows 95, new software that makes PC maintenance automatic, and how Microsoft Product Support Services is preparing to help you with Windows 95. Just about everything you want to know about the new operating system is in these pages. So get started—and launch yourself into the *Microsoft Magazine* Windows 95 Preview.

Top 20 features of Windows 95

What's new in Windows 95—and what these new tools and components can mean to you

Windows 95 PREVIEW

Microsoft Windows 95 is the next major release of the standard operating system for desktop and portable computers. As the successor to the MS-DOS, Windows 3.1, and Windows for Workgroups operating systems, Windows 95 includes a more intuitive way to work, new capabilities, and better support for your current hardware and software, plus new features and capabilities for a new generation of hardware and software. In addition, you'll gain the power to access the Internet through The Microsoft Network and better support for managing an installation with hundreds of PCs. These enhancements, combined with the many others we outline here, were carefully designed to make your computing faster, easier, and more enjoyable—whether you're using your PC for work or play.

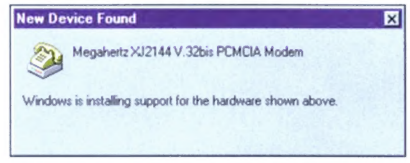
Following are 20 key new features, tools, and components of Windows 95. While there are many more, we've narrowed these down to the top 20 that offer the most immediate benefit when you upgrade. Whether you are a power or novice user, or have never used a system before, you will get a top-line overview of what to expect from the new operating system and an understanding of what Windows 95 can do for you.

With Windows 95, your desktop will look different and be easier to use. Your programs and files will be organized much more logically. And, you'll get new capabilities for working on networks or online via The Microsoft Network.

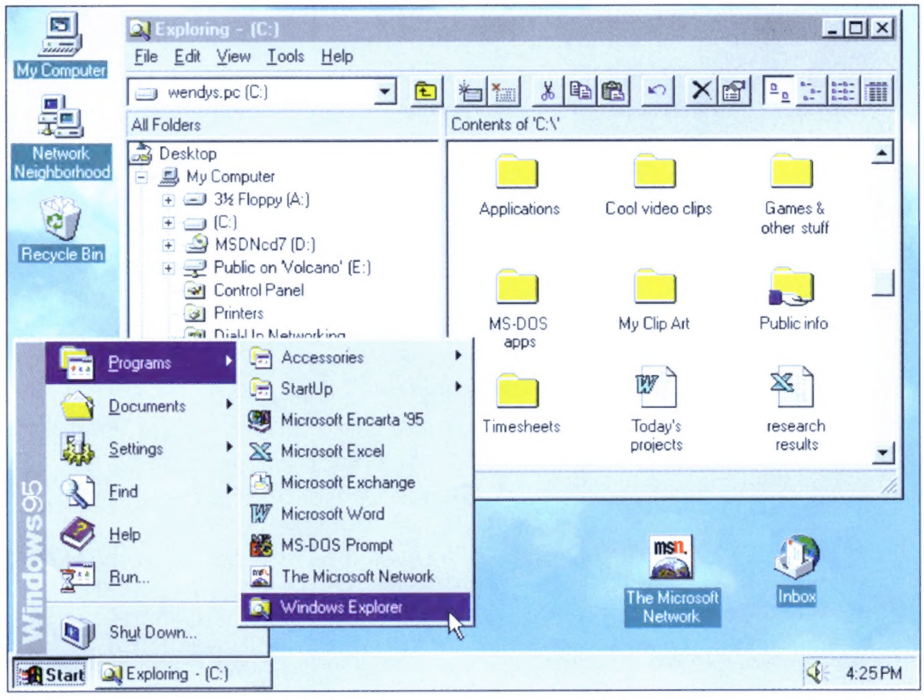
1 Installation is easy. Windows 95 will be easy to install whether you currently are running Windows, MS-DOS, or even OS/2®. The software will walk you through installation, automatically detecting all common hardware such as modems, CD-ROM drives, sound cards, printers, and more. Loading Windows 95 will be about as easy as installing an upgrade to a Microsoft desktop application.

2 Works better with what you have. Windows 95 will come with built-in support for more than 1,900 existing hardware devices, plus the new operating system has been tested for compatibility with more than 3,500 of today's software applications. The built-in support will include 32-bit device drivers for today's hardware, which means your supported hardware will run faster and more efficiently under Windows 95.

3 Works even better with new Plug and Play ("Designed for Windows 95") devices. When Windows 95 ships in August, there will be a new breed of devices available that are "Designed for Microsoft Windows 95." When you add one of these new Plug and Play devices to your PC, the device will automatically configure itself under Windows 95. Adding hardware to your PC has never been easier. Just plug it into your system and turn it on. No more frustration with device drivers, jumpers, switches, and confusing technobabble. It just works.



Plug and Play will mean that Windows 95 takes over the hard work of installing new hardware devices.



4 Improved user interface. The desktop in Windows 95 will help you focus on the task at hand. It has been redesigned to be clean and simple, with only a few graphical objects on the screen. **The Start button** will provide access to a majority of the most common things you'll want to do on your computer. If you have a favorite program or document to which you want quick access, simply drag it to the Start button. It will be there, along with all the other things you need to start programs, open documents, get Help, change system settings, and find items on your computer. The Start button will always be visible on your screen, so all of your important tasks are right at hand. **The taskbar** will show all the programs you have running. Just like changing channels on a television, you'll click to change the program. **My Computer** will make it easy to browse what's on your computer—all of the files, folders, and programs. **Network Neighborhood** will make it simple to see and use what's on your organization's network. **Recycle Bin** will give you a place to temporarily place files you want to later delete or retrieve if you change your mind.

MS-DOS–based games will run completely within Windows 95 and all games will offer you faster, smoother play.

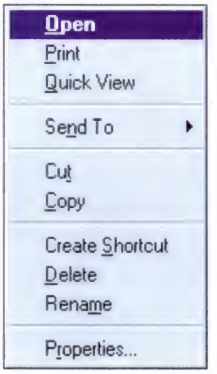
5 Your computer works faster and more efficiently. The 32-bit architecture in Windows 95 will provide better system performance for printing, CD-ROM access, and hard disk access. Video and audio playback will be smoother and more robust. With 32-bit multitasking, you can still work on your computer while it's busy processing other tasks. You won't have to wait for the computer to finish formatting a disk before you can download your electronic mail or search for files. Your computer will help you do it all at the same time.

6 Better support for MS-DOS, without MS-DOS. Unlike Windows 3.1, Windows 95 will not run "on top of" the MS-DOS operating system. Windows 95 is a tightly integrated operating system that starts up directly into the graphical user interface—no more command prompt. At the same time, Windows 95 will provide backward compatibility with MS-DOS. In fact, Windows 95 will provide better support for MS-DOS–based applications than Windows 3.1 does, including support for applications that are hardware-intensive. Additional features include: better support to run MS-DOS–based applications in a window, scalable MS-DOS windows with TrueType® font support, copying of text and data between MS-DOS–based applications and Windows-based applications, and better command line support.

7 More free memory for MS-DOS–based applications. The memory requirements of running MS-DOS–based applications with Windows 3.1 were often so great you had to exit Windows to run them. Windows 95 will free up more memory for these applications. When you take advantage of the 32-bit device drivers supplied with Windows 95 for such common devices as CD-ROM drives, audio cards, and networking SCSI cards, Windows 95 will make as much as 260K of "MS-DOS conventional memory" available to MS-DOS–based applications. In addition, Windows 95 will be able to run more than one MS-DOS–based application at a time. Plus, you will have customizable control over the properties of each MS-DOS–based application.

8 Now use long filenames. In Windows 95, files will be easier to find because you'll be able to use up to 250 characters to name files. Still, filenames will be backward-compatible with existing applications because Windows 95 also will automatically keep track of the traditional 8-character filename with the 3-character extension. So if you still are running old applications that don't support long filenames, Windows 95 will support either format to access the file.

9 You can do more with a single click. Everything under the Start button and on the taskbar will be only a single click away. Point at virtually any object in Windows 95, click the *right* mouse button, and up pops a list of things you can do with that object. With this menu, you'll be able to copy, delete, rename, and see the properties of files and folders. To speed access to frequently used items, use the context-sensitive menu to create a shortcut that improves your work flow. For example, you'll be able to create a shortcut to any file or folder—even if it is on your network—by dragging the object onto your desktop with the right mouse button.



10 The Windows Explorer helps you navigate your computer. By giving you a graphical view of everything on your computer, including your disk drives and network connections, the Windows Explorer will provide a single view of a world of information. You'll be able to view as much or as little information on your computer as you choose, and view the information in a format that you prefer. The Windows Explorer is a flexible and customizable tool designed to provide access to information in a way that is more intuitive and discoverable.

11 MSN, The Microsoft Network. You can choose to sign up for the easily accessible Microsoft Network when you install Windows 95. This new online service will provide product information from Microsoft and major hardware and software companies. In addition, you'll be able to connect to forums and files on travel, food, gardening, education, and other topics; use electronic mail; and access the Internet. (See page 14 for more information on The Microsoft Network.)

Microsoft Exchange helps you take control of all your information, while The Microsoft Network brings more information to your PC.

12 Microsoft Exchange: The universal Inbox. Computers today have increased access to different types of electronic mail systems, electronic fax systems, the Internet, and the like. Microsoft Exchange will provide users of Windows 95 with a single interface to access the wide variety of mail services you use. From your universal Inbox, you'll be able to send and receive rich text electronic mail messages from virtually any electronic mail system, including public networks such as the Internet, CompuServe, and The Microsoft Network. Plus, you'll have the ability to send faxes directly from your desktop and receive incoming faxes directly in the Microsoft Exchange Inbox. Also included with Windows 95 will be a complete built-in electronic mail system, including the Microsoft Mail Post Office, to quickly get workgroups up and running. With messaging application programming interface (MAPI) support, Windows 95 components will let you seamlessly connect mail-enabled applications to your various information services.

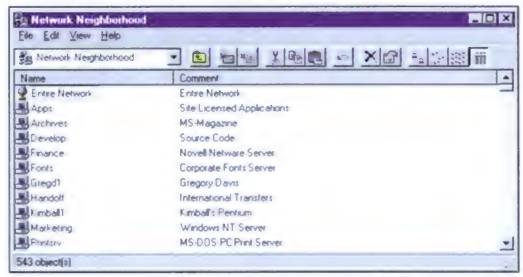
13 Tools for the Internet. Your operating system must have built-in support to connect to the Internet. Windows 95 takes an integrated approach and will have all the necessary "plumbing" built into the operating system. It will provide you with 32-bit drivers such as TCP/IP and dial-up protocols such as Point to Point Protocol (PPP) and Serial Line Internet Protocol (SLIP). Windows 95 will include built-in tools and utilities to make the basic connections, such as FTP and Telenet®. You'll be able to access the Internet directly or through MSN, The Microsoft Network. Or get World Wide Web browsing capabilities by adding Microsoft Plus! for Windows 95 or downloading the browser from MSN.

14 Point-and-click networking. By providing concurrent support for multiple network server types, Network Neighborhood will make it easier for you to perform common network operations. With a single login, you'll access diverse networks and see all the resources and information in a format you like. You'll use the same tools and views in the Windows Explorer that you use to look at your own computer. And you'll no longer need to exit Windows or memorize cryptic commands to access a network.

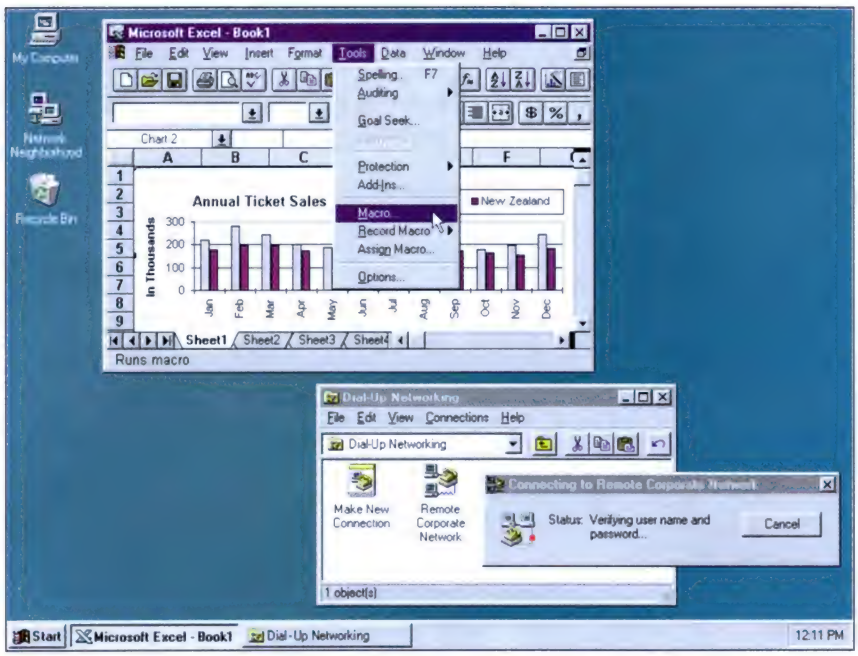
15 Dial-up networking. The dial-up networking client in Windows 95 will make accessing your network a breeze when you are on the road or dialing in from home. Windows 95 will have built-in support for multiple dial-up providers, including Windows NT™ Server and NetWare®. It also will include several protocols, including NetBEUI, IPX/SPX, and TCP/IP via PPP and SLIP. And, with the built-in Plug and Play capabilities of Windows 95, adding and using a modem have never been easier. Setup wizards will help you quickly set up your modem and get configured so that you can dial another computer with just a few clicks. You can add the capability to allow others to dial into *your* computer by adding Microsoft Plus! to your system.

16 Synchronize your files. To take files on the road or work from home, you'll simply drag a copy of the files into your Briefcase, which can be on your laptop or even on a floppy disk. When you reconnect your portable computer to the network or open the Briefcase on your floppy disk, the Briefcase will update the unmodified source files.

17 Mobile computing is easier with Windows 95. With local connections and a special serial or parallel cable, you'll be able to connect two PCs and transfer files or synchronize files with the Briefcase. You'll even be able to access a printer or other resources on a locally connected computer. With **document viewers**, you'll be able to look at the contents of files without having the application loaded. This will save a tremendous



Using Network Neighborhood in Windows 95, you'll be able to simultaneously connect to more than one network.



Dial-up networking lets you connect to your network no matter how far you roam from the office. And, thanks to preemptive multitasking, your computer can connect while you continue with other tasks.

amount of disk space for mobile systems. Windows 95 will support more than 30 of the most popular application data types. With **deferred printing**, you'll be able to print from any application even when your printer is not available. Send documents to be printed, and when you reconnect to a printer, Windows 95 will remember everything you wanted to print and print it.

18 **AutoPlay your CDs.** When you insert a CD that is designed to take advantage of the AutoPlay feature, Windows 95 automatically will play it without you having to go through a cryptic or time-consuming setup utility.

19 **CD+ support.** Windows 95 is the first operating system to announce support for the new SONY/Philips CD+ format, which enables audio CD players and multimedia PCs to easily play the same compact discs. The new format allows both audio and data to be integrated on the same CD. Thus, performing artists can add multimedia content such as video to their compact discs. The new format eliminates the problem of audio CD players identifying the data on the first track as "garbage," playing it as "static" noise, and possibly causing speaker damage. Windows 95 will accommodate all compatible implementations of this technology.

20 **New and improved applications and utilities.** Windows 95 will include a set of applications and utilities designed to take advantage of the new design and features of the operating system. **WordPad** is a 32-bit editor that will replace both the Write and Notepad applications provided with Windows 3.1. Although not a full-blown word processor, WordPad will make creating documents and memos easy for users. Like WordPad, **Paint** is a new 32-bit application for Windows 95. It will replace Paintbrush™. Because Paint is an OLE application, Paint pictures can be embedded or linked to other documents. **Backup** is a new 32-bit application that will make it easy for users to back up the information stored on their computer to another storage medium, such as floppy disk or magnetic tape. **HyperTerminal** is another 32-bit application that will provide connectivity to host computers used by online services or other PCs. The **DriveSpace**™ disc compression utility compresses the data on your hard disk. **Disk Defragmenter** and **ScanDisk** have been redesigned for Windows 95 to run in the background. If you install Microsoft Plus!, you can use the system agent to run these and other utilities when your PC is idle.

If all you do is upgrade to Windows 95 without changing any other components in your system, your everyday tasks will become easier and faster, you will be more efficient and productive, and your computer will be more fun and less frustrating to use. Windows 95 will improve on all the features, tools, and utilities that you probably are using under MS-DOS and Windows, and also will add new features and functionality to help raise the PC platform to new levels of usability. If you add new hardware and software that carries the "Designed for Microsoft Windows 95" logo, you will have products that take full advantage of the new features and technologies in Windows 95 and move you to a higher level of computing. At the same time, Windows 95 will maintain backward compatibility with your existing hardware and software. With Windows 95, you will unlock the power of your PC.

32-bit operation in Windows 95 means smoother video, faster graphics, and improved full-screen display.

The Microsoft Network debuts in Windows 95

Windows 95 PREVIEW

If you have a modem, you will be able to connect to online information and messaging through The Microsoft Network, a new service built into Windows 95. After you install the new operating system, you will have the option of taking a free test drive on The Microsoft Network. Using a standard PC modem (9600 bps or faster is recommended), you can embark on a ride in "cyberspace."

Here's an overview of what you will see if you decide to try The Microsoft Network, plus answers to some commonly asked questions.

Surfing The Microsoft Network

▲ **MSN Central** *in The Microsoft Network gives you access to a global network. Click MSN Today to find out about the latest happenings on The Microsoft Network. Click E-Mail to send a letter to some faraway place. Settle into your Favorite Places, where you can create shortcuts to all of your preferred services and forums on the network. Or click Categories to see a display of the general information categories available to explore.*

A global connection for everyone

Microsoft's goal in creating MSN, The Microsoft Network, is to provide an electronic information service for the vast majority of Windows-based computer users today who are not yet online. MSN will provide subscribers with online (and Internet) access that is easy to use and learn. It will offer a wide range of low-cost, useful information and communication features, including electronic mail, product information from Microsoft and other hardware and software companies, and forums and files on travel, food, gardening, education, and other popular topics.

You won't have to read an extra manual or learn a new application to launch yourself online. You'll use the same toolbar that you'll become familiar with in Windows 95; you'll create shortcuts to areas on The Microsoft Network by dragging the associated icons to your desktop; and you'll navigate through MSN information exactly as you navigate through files on your hard disk. (For more information on shortcut menus and the taskbar, see "Top 20 features" on page 10.)

At the launch of the online service, hundreds of worldwide content providers will operate information services and forums—with more being added each day. Using The Microsoft Network's electronic mail system in Windows 95, you'll be able to send messages to your friends, family, and business associates worldwide. (You can send electronic mail to other MSN subscribers and also to anyone on the Internet, including those who subscribe to CompuServe, America Online, and Prodigy.) And when you sign up for the service, you can access a wide array of Microsoft Network–sponsored bulletin boards and thousands of Internet discussion groups, exploring message threads that span the globe. Local dial-up access to MSN will be available in 43 countries around the world.

The Microsoft Network: Your questions answered

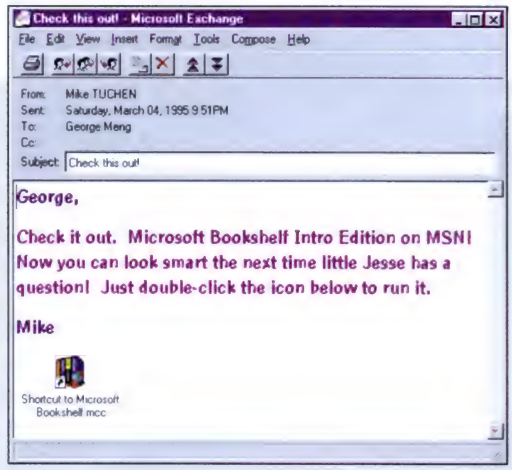
Q How current will the information on The Microsoft Network be?

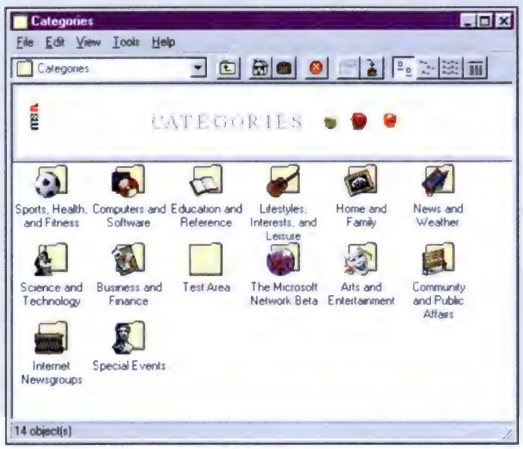
A One of the major benefits of online services is having access to the latest information. MSN content providers will regularly update their information and services. In addition, The Microsoft Network will offer continual updates of news, weather, sports, and financial information. You'll get up-to-the-minute information to keep you current on the subjects that most interest you.

Q Can I connect to the Internet?

A If you want Internet access, The Microsoft Network will link you to thousands of Internet "newsgroups" (bulletin boards) where you can

◀ Gone are the days *of ASCII text-only online data. Content providers for The Microsoft Network can take advantage of rich text formatting, embedded objects, and color photos to deliver more lively and compelling data.*


Check this out! - Microsoft Exchange
File Edit View Insert Format Tools Compose Help
From: Mike TUCHEN
Sent: Saturday, March 04, 1995 9:51PM
To: George Meng
Cc:
Subject: Check this out!
George,
Check it out. Microsoft Bookshelf Intro Edition on MSN! Now you can look smart the next time little Jesse has a question! Just double-click the icon below to run it.
Mike
Shortcut to Microsoft Bookshelf.mcc



◀ If you're cruising *The Microsoft Network for the first time or if you're just looking for something new and interesting, begin by choosing one of the broad categories in this window. A click on Business And Finance, for example, displays a selection of all of the providers that cover the category.*

To get to specific pieces of information from the Categories screen, keep clicking topics of interest or use the Explorer to navigate through a subject's subcategories.

▲ You no longer need to know *the difference between a ;>) and <:) smiley to get your message across. E-Mail on The Microsoft Network uses the Microsoft Exchange client in Windows 95 for messaging, so you can use bold, italic, and colors for emphasis and add file attachments when sending mail to other MSN subscribers. You also can send mail to any one of the millions of people with an Internet address.*

connect with people from around the world to discuss or debate your favorite topics, from politics to *The X-Files*. Or just read the postings for fun. By the end of 1995, MSN will include full access (World Wide Web, FTP, and Gopher) to the Internet.

Q What kind of information will Microsoft and other computer companies provide?

A You'll get information about products and services from a number of computer companies. For example, The Microsoft Network will be a pipeline for getting facts and figures about products and services, upgrades, technical knowledge, and product support information directly from Microsoft.

Companies such as Dell, Gateway, Lotus, and Borland also will be on The Microsoft Network, offering information relating to the hardware and software you have or are evaluating.

Q What else will be offered?

A The Microsoft Network will feature services and information on a wide variety of topics from hundreds of content providers. Information such as travel, sports, arts and entertainment, cooking, gardening, or education will be served by MSN's special interest groups so you can go online to find out about Bombay, the San Francisco 49ers, *Pulp Fiction*, salmon in mustard sherry sauce, dormant dahlias, Left Bank restaurants, and other topics.

Q Will any Microsoft programs be available online?

A The Microsoft Network will include online introductory editions of the Microsoft Bookshelf® CD-ROM reference library and Encarta® multimedia encyclopedia.

Q How can I connect to The Microsoft Network?

A You need Windows 95 to access The Microsoft Network. Choose The Microsoft Network as an installation option when you install Windows 95 and then double-click The Microsoft Network icon to see sign-up instructions.

Q What will this cost me?

A You can try out The Microsoft Network for free during an initial trial period. Thereafter, the service will be priced using a model similar to that of cable television. You can use the base service for a certain number of hours for a low monthly fee. (Pricing will be announced in August.) The base service includes electronic mail, Internet access, file libraries, basic news, weather, sports, financial information, hundreds of special interest bulletin boards, chat rooms, and more. You can choose to pay extra for connect time beyond the base hours or to subscribe to additional forums or information services not included in the base. M

Q&A

Answers to our readers' questions about Windows 95

Q. What kind of computer do I need to run Windows 95?

A. The Microsoft Windows 95 operating system is designed to work with existing hardware. If you run Windows 95 on a 386DX computer with 4 megabytes of memory—the minimum requirements—then your system will perform just as well as one running Windows 3.1. If you have a more powerful processor (such as a 486 or Pentium™ processor) or more memory, Windows 95 will outpace your current system under Windows 3.1.

Here are the minimum and recommended requirements:

Hardware	Minimum requirement	Recommended
Computer	386DX (or higher) processor with a mouse, high-density floppy disk drive, and a hard disk	
Memory	4 MB	8 MB
Video display	VGA or higher	VGA or higher
Disk space	10–15 MB of free space when upgrading from Windows 3.1 or later	20 MB of additional hard disk space to use Microsoft Exchange and The Microsoft Network

Q. What hardware upgrades are necessary to use ALL of the new features of Windows 95? What do I look for to use Plug and Play?

A. If your computer meets the recommended requirements to run Windows 95, you will be able to take advantage of many of the benefits of the new operating system without upgrading your machine. If you choose to upgrade hardware or peripherals, look for Plug and Play–compatible devices—those bearing the "Designed for Microsoft Windows 95" logo on the package. That means you can plug in the new equipment and the operating system will configure it automatically.

Q. Do I need to buy upgrades of my current programs for Windows to take advantage of Windows 95?

A. You do not need to upgrade your current software programs to run them in Windows 95. However, the 32-bit programs designed for Windows 95 take advantage of the added power and ease of use built into Windows 95. For example, 32-bit applications support preemptive multitasking and long filenames. (See page 29 for more information on the "Designed for Microsoft Windows 95" logo and 32-bit applications that will be available for Windows 95.) Review articles on what's new in Windows 95 (see page 10, for example) or books such as *Introducing Microsoft Windows 95*, and make your hardware and software upgrade decisions based on what you want to do with your computer.

Q. Will I need new networking software to connect Windows 95 to my network server?

A. No. If you're currently running Windows 3.1 and connecting to a server, Windows 95 will continue to run your existing networking software. If you're running the Windows for Workgroups operating system, Windows 95 will enhance the 32-bit protected-mode networking components in Windows for Workgroups for faster network response.

Q. What improvements will the networking support in Windows 95 offer compared to the networking support I now have in Windows for Workgroups?

A. Windows 95 will be backward-compatible with your existing network client software, so you will not need to upgrade your existing client software. In addition, Windows 95 will offer new 32-bit network components that provide for faster, more functional, and more stable networking. Windows 95 will include all of the components necessary to connect to popular networks such as those based on Novell® NetWare and Microsoft Windows NT Server. Third-party vendors will provide the components necessary to connect to networks such as Banyan® VINES®, Sun® PC-NFS®, and DEC™ PATHWORKS™. With Windows 95, you can do more than just file and print sharing. You also can dial up the network remotely, use peer services, connect to the Internet, and remotely administer other Windows 95–based computers on the network.

Q. How does Windows 95 connect to the Internet? Can I connect only through The Microsoft Network or can I also connect directly to Internet sites?

A. If you have a modem on your computer, you have three options. First, you can connect through The Microsoft Network. Second, you can add Microsoft Plus! to your system. This companion for Windows 95 gives you one-button access to the Internet as well

as some free time on it through a preferred service provider. (See page 19 for more information.) Third, you can manually connect by following these steps:

1. Obtain an Internet PPP or SLIP account (including a user name and password) from an Internet service provider.
2. Use the Control Panel in Windows 95 to install TCP/IP in the Network option.
3. Type your user account information into the TCP/IP property sheets.
4. Install Dial-Up Networking (from the Add/Remove Programs option in the Control Panel) and define your service provider's connection to the Internet. Or, install a network adapter.

Q. Is Windows 95 compatible in any way with Macintosh? Can Windows 95 run Macintosh software?

A. You cannot use Macintosh software on a PC running Windows 95. Some computer networks—such as Windows NT Server running Windows NT™ Services for Macintosh—allow Windows-based computers and Macintosh computers to share files, printers, and electronic mail.

Q. What happens to my old versions of Windows and MS-DOS if I install the upgrade version of Windows 95?

A. Windows 95 will do some housekeeping when your existing environment is upgraded from MS-DOS and Windows 3.*x*. Windows 95 will upgrade your existing version of Windows and remove any unnecessary files. In addition, some MS-DOS command utilities will be replaced with newer ones provided with Windows 95.

Q. Can I stop monitoring system resources in Windows 95? Will it rid my computer of system resource limitations?

A. Windows 95 greatly improves on system resource limitations. You will be able to run many more applications under Windows 95 than under Windows 3.*x*, and you will be able to create more complex documents. System resources will no longer be a practical limitation for most customers in Windows 95.

Q. Will Windows 95 finally do away with the 640K memory barrier?

A. Gone! Applications for Windows and Windows 95 don't rely on "real mode memory," the kind that lives in the first 640 kilobytes of memory. And even for older-style MS-DOS–based applications and drivers that do, Windows 95 provides more memory to them than ever before. It will depend on your configuration, but for most devices, Windows 95 will have preferred mode drivers that don't use MS-DOS real-mode space. You will have about 620 to 630K of memory free, compared to 540 to 570K before.

Q. What fonts come with Windows 95? Windows 3.1 didn't have enough of a variety of fonts for my needs, so I purchased additional fonts. Will Windows 95 automatically allow me to use these additional fonts when I upgrade?

A. Windows 95 comes with the following TrueType fonts: Arial®, Courier New, Times New Roman, Symbol, and Wingdings®. And it comes with these Raster fonts: MS Sans Serif, Courier, MS Serif, Symbol, and Small. If your add-on fonts are compatible with Windows 3.1, Windows 95 will automatically recognize them and make them available for use when you upgrade.

Q. Will Windows 95 be available on CD-ROM as well as floppy disk?

A. Yes. For the first time, Microsoft is releasing a personal operating system on CD. If you own a CD-ROM drive, installation will be much more convenient with the CD version of Windows 95. Plus, the CD-ROM version of Windows 95 will include a game not included on the floppy disk version.

Q. What will be the price of the Windows 95 upgrade?

A. The final street price of Windows 95 is set by retailers. Microsoft estimates the upgrade version of the operating system will cost less than $100.

Q. What's the fastest way to get Windows 95 as soon as it's released? From a retailer? Directly from Microsoft?

A. The fastest way to get Windows 95 is through an authorized Microsoft retailer. Most retailers (including mail-order companies) will have copies of Windows 95 and the other Windows 95–based products available on the release date.

The differences at a glance

Here's a quick chart to help you compare Windows 95, Windows 3.1, and Windows for Workgroups head-to-head

Windows 95 PREVIEW

Features	Windows 95	Windows 3.1	Windows for Workgroups 3.11
EASE OF USE			
Single-click access to programs, documents, settings	✓		
One-button program switching	✓		
Long filenames (up to 250 characters)	✓		
Wizards for automatic detection and installation of hardware	✓		
Wizards to install and uninstall software applications	✓		
Automatic play of AutoPlay CDs upon insertion	✓		
PERFORMANCE			
Highest graphics performance (1)	✓		
Highest disk performance (1)	✓		
32-bit system design	✓		
Runs on 4-MB 386 systems	✓	✓	✓
Runs multiple applications with preemptive multitasking	✓		
COMPATIBILITY			
Runs MS-DOS–based applications including games	✓	✓	✓
Runs Windows-based applications	✓	✓	✓
Runs 32-bit Windows-based applications, including applications designed for Windows NT	✓		
Takes advantage of Plug and Play–compatible devices	✓		
BUILT-IN NETWORKING FEATURES			
Client for Novell NetWare LANs	✓		
Client for Windows NT–based LANs	✓		✓
Remote network access	✓		✓
File, printer, fax modem sharing	✓		✓
Network protocols included	TCP/IP, NetBEUI, IPX compatible		NetBEUI, IPX compatible
Multiple users can share one system with separate configurations	✓		
Users can rove from PC to PC and their configuration follows them	✓		
Administrators can set system and user policies	✓		
COMMUNICATIONS			
Internet access	✓		
Universal messaging system (electronic mail)	✓		✓
Send and receive fax	✓		✓
The Microsoft Network online service	✓		
Bulletin board system access (communication program)	✓	✓	✓
Automatic detection and configuration of modems	✓		
FEATURES FOR LAPTOP USERS			
Hot (power-on) docking/undocking of laptops	✓		
Plug and Play PCMCIA (PC card) support	✓	✓(2)	✓(2)
Automatically synchronizes multiple copies of files	✓		
Deferred printing	✓		
Power management	✓		
OTHER FEATURES			
Disk compression	✓	✓(3)	✓(3)
Disk repair	✓	✓(3)	✓(3)
Disk defragmenter	✓	✓(3)	✓(3)
Disk, tape, and network backup	✓	✓(3)	✓(3)
Direct cable network connection	✓		
System performance monitor	✓		
CD player	✓		
Phone dialer	✓		

(1) Windows 95 beta achieved the highest score on the Ziff-Davis Winbench 95 Graphics and Disk WinMark benchmark tests. (2) Requires additional utilities. (3) Disk backup and restore, compression, repair, and defragmentation utilities included with MS-DOS 6.x.

Microsoft Plus! extends the technology in Windows 95

This companion product exploits the power in your 486 or Pentium computer to make your PC perform and look better

If you plan to run the Microsoft Windows 95 operating system on a 486 or Pentium computer, you will get even more out of your PC with a new companion product. With Microsoft Plus! for Windows 95 (available in August), you'll be able to give your desktop PC more personality, performance, and connectivity.

The "instant designer desktop"

Microsoft Plus! will give your desktop a fun, customized, and unified look without you having to spend time putting it together. Microsoft Plus! will allow you to mix and match up to 75 different system parameters, including wallpaper, screen savers, fonts, sounds, and cursors. It will automatically create eleven different "desktop themes" for Windows 95, including Nature, Science, Dangerous Creatures, and the 1960s.

Microsoft Plus! also will take advantage of features in your hardware to offer you two other benefits: full window drag to make resizing and moving windows easier, and *anti-aliasing* to smooth the edges of fonts so that they are clearer and easier to read on-screen. Just for fun, Microsoft Plus! will offer a multimedia pinball game, using new animation technology that captures the feeling of a real arcade pinball game.

In addition to making your system look and perform better, Microsoft Plus! will integrate one-button access to the Internet and Microsoft's own World Wide Web browser into your Windows 95 desktop. A setup wizard will demystify such Internet setup requirements as configuring your TCP/IP stack and dial-up adapters, and will automatically sign you up for The Microsoft Network, the online service and Internet gateway included in Windows 95 (one month's free access time is included).

Watching out for you

Important tuning tasks—such as backing up files, defragmenting your hard disk, and scanning for disk errors—take time. In addition, most versions of disk scanning and "defrag" software lock up your PC until the operations are complete, leaving you unable to use your computer for other tasks.

With its built-in system agent, Microsoft Plus! will overcome these barriers behind the scenes. Microsoft Plus! will monitor your system and wait until your computer is idle to perform tuning tasks, all without your attention. Microsoft Plus! works when you don't. It stops working when you move the mouse and then picks up when your system is idle. You also can customize the system agent to handle more time-consuming maintenance tasks at regularly scheduled downtimes, such as every night at midnight.

The Microsoft Plus! system agent will work with the popular maintenance applications, including virus-checking and file backup programs. Also, Microsoft Plus! comes with defragmentation, disk scanning, and compression utilities that work with the system agent.

Intelligent file compression

If you work with large files, you may use file compression to free up disk space while you're working. But compression can compromise the speed at which your hard disk can access data. Microsoft Plus! includes the DriveSpace disc compression utility with Compression Agent, which allows for compression volumes of up to 2 gigabytes and ratios ranging from a base level of 1.8:1—slightly higher than the compression built into Windows 95—to as high as 2.7:1.

Compression Agent can compress your files at their optimum level without sacrificing system performance. For instance, you can configure Microsoft Plus! so that you can write your data to the hard disk using no compression or very low compression. Then, Compression Agent will automatically go back and recompress the files to higher compression levels when your system is idle. You also can set your system to automatically compress files that you haven't used for a certain number of days to the highest compression level, so that you get more free disk space without any performance penalty.

Microsoft Plus! will take over the mundane aspects of managing your computer and give you easier access to the Internet, plus a fast, fun pinball game.

Extend your high-end CPU

Microsoft Plus! will provide an easy way to do even more with Windows 95 and fully exploit the power of your 486 or Pentium computer. Like other applications for Windows 95, Microsoft Plus! will be easy to get into and use. You will access the system agent by double-clicking an icon on the Windows 95 taskbar. Other features, such as the desktop themes, will install right into the existing menus on your Windows 95 desktop. M

Gearing up to give you support

The developers of Windows 95 have made it easier to use; product support engineers have made it easier to get help

Windows 95 PREVIEW

A big part of releasing a new operating system such as Microsoft Windows 95 is preparing to support the tens of millions of people who will, in a short period of time, install and begin using the new software. At Microsoft Product Support Services, engineers are geared up to meet this challenge by:

- **Working closely with the Windows 95 development team** to build new support tools and ease-of-use elements into the system (such as the new taskbar and easier Help). The result? There's less of a chance that you'll have to call for support when installing and using Windows 95.
- **Adding new ramps onto the information highway** so you can download technical information on installing and using Windows 95. You can access this information via the Internet, direct online connections, and popular online services (see chart at right).
- **Recruiting and training more than 1,000 new support engineers** so, if you do call for support, you'll spend minimal time waiting for qualified help.

Building more support into Windows 95

A major goal for the developers of Windows 95 was to make the new operating system easier to use—whether you are experienced with earlier versions of Windows or you've never used Windows before. From a support point of view, the net result of "easier to use" is that the operating system works more like you expect it to work—and, therefore, you won't need help as often. In a study conducted by Usability Sciences Corporation in November 1994, experienced users of Windows version 3.1 and novice users tried Windows 95 and then were tested on their competence in this new operating system. After 1.5 hours using Windows 95, the subjects finished tasks in almost half the time it took them with Windows 3.1, and they completed 94 percent of the tasks successfully versus 86 percent with Windows 3.1.

For those times when you do need a helping hand with Windows 95, Microsoft product support engineers worked with the Windows 95 developers to improve Help. For example, Help is more context-sensitive. So, if you're viewing a Help window about how to change the properties of an application on your computer, you can click a button in the Help window to jump right to the application's Properties dialog box, where you can change its properties. In addition, you can use wizards, like the ones you are familiar with in Microsoft applications, to help guide you through more difficult procedures. So, if you find installing a non–Plug and Play printer or modem baffling, you can call up a wizard to take you step-by-step through the process.

Get your support in writing

If you have a modem, you can go beyond Help and access detailed technical information about installing and using Windows 95. Microsoft product support engineers have ramped up new information services that give you no-charge and low-cost access to information that can solve your unique configuration issues. You can get this support information 24 hours a day, 7 days a week (including holidays) from the Microsoft FastTips service, the Internet, online forums, and the Microsoft Download Service.

MICROSOFT FASTTIPS

To get published answers to common questions about Windows 95 sent to you via fax or mail, call (800) 936-4200.

INTERNET

The Microsoft Knowledge Base database holds the same information used by Microsoft support engineers. To view and download any of its 50,000-plus articles via the Internet, log on to these addresses:

World Wide Web
http://www.microsoft.com
GOPHER
gopher://gopher.microsoft.com
FTP
ftp://ftp.microsoft.com

ONLINE FORUMS

You can access Microsoft Knowledge Base articles through The Microsoft Network, CompuServe, and America Online. On MSN, choose **Categories** from MSN Central and then choose **Computers & Software/Microsoft/Microsoft Information Booth/Microsoft Knowledgebase BBS**; on CompuServe, type **go microsoft**; and on America Online, type **goto microsoft**. MSN and CompuServe also provide moderated forums where you can discuss support issues with fellow users who may know the trick to resolving a similar situation.

MICROSOFT DOWNLOAD SERVICE

Set your modem to 1200, 2400, or 9600 baud; no parity; 8 data bits; and 1 stop. Then, dial up the Microsoft Download Service at (206) 936-6735 for sample programs, device drivers, patches, software updates, and programming aids that may help you over a hurdle to your specific installation or use of Windows 95.

Telephone support for Windows 95

- Call (206) 635-7000 for 90 days of no-charge support (toll charges apply) Monday through Friday 6 A.M. to 6 P.M., excluding holidays
- After 90 days or after hours, call Microsoft or a Windows 95 Launch Support Team member for fee-based telephone support.

	DIGITAL	KEANE	SOFTMART	STREAM	UNISYS
For Windows 95 per-incident support, call: (Staffed 7 days a week, 24 hours a day. All major credit cards accepted.)	(800) 430-5411	(800) 45-WIN95	(800) 337-6904	(800) 298-8216	(800) 314-1350
Windows 95 and Office per-call support charges	$30	$30	$30	$30	$30
For information on additional support offerings, call: (Monday through Friday during normal business hours)	(800) 888-4234	(800) 424-7634	(800) 304-3641	(800) 298-8214	(800) 874-8647

"Thank you for calling the Microsoft Windows 95 Standard Support line." If you need to talk with a Microsoft support engineer, Windows 95 includes 90 days of no-charge telephone support (the 90-day clock starts ticking when you make your first call for support and toll charges apply). Call (206) 635-7000 for no-charge support Monday through Friday 6 A.M. to 6 P.M., excluding holidays.

To ensure that callers receive help as quickly as possible, Microsoft has recruited additional product support engineers. About a year ago, Microsoft set up a Windows 95 Launch Support Team comprising Microsoft product support engineers as well as more than 1,000 support engineers at Digital Equipment Corporation, Keane Inc., Softmart, Stream, and Unisys—all experienced suppliers of multivendor product support. All "inside Microsoft" and "outside company" engineers receive the same training to prepare them for the quantity and type of calls they might receive. So no matter who the engineer works for, he or she has received hundreds of hours of training on Windows 95 and will be able to help you with your support needs.

If you call (206) 635-7000 for support, your call is routed to the first available support engineer at any Windows 95 Launch Support Team location across the United States. You still call the Standard Support number for Windows and you still get qualified support at no charge. But, with this army of additional support engineers, you are ensured of the highest level of accessible quality support.

NOTE: When you purchase a computer with Windows 95 preinstalled, your computer manufacturer will provide you with support. Please contact your manufacturer for information on support hours and policies.

They're up nights so you don't lose any sleep

You also can call for support after your initial 90 days of no-charge support, or any time during your no-cost standard support period but after Microsoft's standard support business hours. In these situations, you can use a Microsoft paid support option or call one of the Windows 95 Launch Support Team companies for 24-hours-a-day, 7-days-a-week toll-free support.

You might choose to call these companies because of their expertise in supporting Windows 95 combined with other companies' network operating systems and business-critical applications. If it's past midnight and you've got to find a support solution before you can go home, or if you need help in sending over your Banyan network a WordPerfect® document that's OLE-linked to a Microsoft Excel spreadsheet, you can find the paid support you require by calling any one of the Windows 95 Launch Support Team members listed in the chart above.

Getting you back on track

Microsoft used its experiences with earlier launches of Windows to help ensure there is far less chance that you'll need product support when you install and use Windows 95. But if you do require advice, you can use any or all of these support services to get back on track as quickly and efficiently as possible.

Who makes this stuff, anyway?

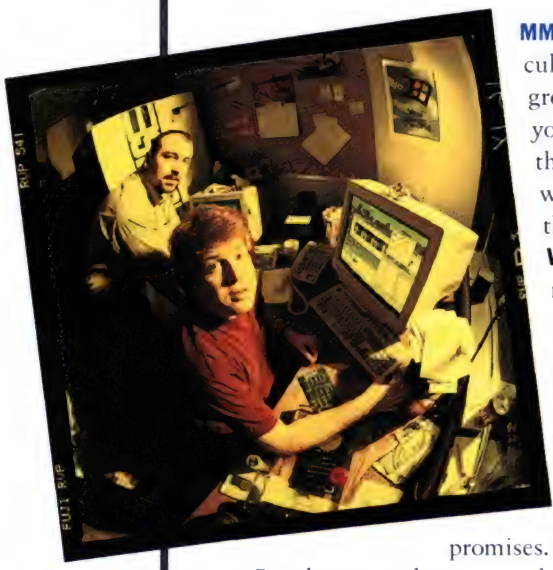
The developers behind Windows 95 talk about the creation of an operating system—and why they couldn't have done it without you

Windows 95 PREVIEW

Much is written about Microsoft's products and the company itself. But rarely are the people behind the software the focus of attention. Although most of us never stop to think about who created the programs we use to run our computers day in and day out, Microsoft developers are always thinking about you—what you want and don't want in an operating system, how you'll use it to be more productive, what you want it to look like.

We sat down with a few members of the Windows 95 development team to get a sense of what it's been like to work on the launch of one of the most anticipated products in Microsoft history.

Present were Program Manager Wassef Haroun and Software Design Engineers Chris Guzak, Andy Nicholson, Danny Miller, and Rob Williams.



MM: Is it sometimes difficult to find that middle ground between what you want to build into the product and what will eventually sell in the marketplace?

Wassef: Actually that's not a problem with Microsoft. We find that everywhere there's a very strong sense of what's a good tradeoff.

Chris: You do always have to make compromises. And that's the difficult part. People want to hang on to the perfect implementation of some feature. But at some point you say, "Hey, you can't do that; you've got to just finish it up here and get on with it." You're continually making decisions, small ones and big ones. And you have to ask yourself, does [adding a particular feature] really help anybody out? Does this really give anybody any functionality they really care about?

MM: When developing a product, are you thinking about the end user—the person who eventually will use this product? And if so, what do you think?

Chris: For the stuff that I do, the user interface, we're always thinking about it. We're asking things like, "What are people going to do when they see this dialog box? How is this going to work? Is this consistent with other parts of the system?" It's my job to think about them, to make sure things are comprehensible, accessible, efficient.

Andy: When we think about the user, we think about what can possibly go wrong—and then we make sure it doesn't go wrong.

Wassef: What I do is between what Chris and Andy do. We think through end-user scenarios. We ask what users are trying to accomplish as their global task. They want to get onto the network, or they want to copy this file, or something like that. And we spend a lot of time thinking through what we think are the easiest ways to accomplish this task. And somewhere down the path, we may get completely overridden by what the developers think is the right thing to do. So there's a continuous struggle in this area, but it goes back to the point earlier about every person thinking about tradeoffs and users in some sense or another.

MM: What would you say to people who may be on the fence about upgrading?

Danny: You wouldn't believe the hoops we're jumping through to make it work for you!

Rob: When you upgrade, Windows 95 looks a lot cooler and there are a lot of hidden things under the covers. You don't have to use those right away. The system allows you to upgrade and then do exactly what you want just a little bit faster. Then there are things in the user interface and features of the operating system that you can slowly learn about and take advantage of.

Wassef: It's an immense value. I mean, the value of Windows 95 is absolutely incredible. We've taken the trouble of integrating everything, making it work properly in one little package that is installed in 40 minutes' time on most hardware out there. The upgrade is essentially designed to perform at the same level as Windows 3.1 on a 4-MB machine. So it's the same mass-market machine that most people have, that people buy for their home—a very typical machine.

Danny: That was one of the things we asked ourselves: "Okay, what kind of platform would we like to run on? Well, what's out there? There's still a lot of people with 4-MB machines. Well, then that's what we'll run on."

MM: I'm not sure customers always understand why it takes the amount of time it does to get an operating system to market. Can you explain?

Danny: Two of the biggest time hits are hardware compatibility and software compatibility [with the new operating system]. That pretty much covers everything.

Chris: There's an amazing amount of work, like the stuff Danny mentioned—the stuff that nobody ever

PHOTOGRAPHS BY PAUL ELLEDGE

Left to right: Rob Williams, Chris Guzak, Wassef Haroun, Danny Miller, Andy Nicholson

sees, the working years spent doing the stuff that people just think happens.

Wassef: A lot of times you just fall back on, "Well, I'm not sure how people are going to want to use this so we'll give them these options." Then there's a screen full of options and that just tends to confuse people. Instead, you have to be able to make the right decision. When you give the user some options, when you are requesting a decision from the user, you're also expecting them to get the context of what's going on under the covers. So the more options you give them, the more you expect them to understand how it all works.

MM: What's this "under the covers" metaphor?

Rob: Everything you see on the system is the tip of the iceberg. For every feature that you can access, there are a dozen things happening inside the system that you don't know about. Sometimes we have to decide what those different little things inside are going to do. And this is where the configuration options come in. You have to make 1,000 little decisions for every user action, and sometimes you say to yourself, "Gee, I'd like the user to tell me what he wants me to do here."

MM: What's been the biggest challenge for all of you so far?

Wassef: I think the decision phase for me was the most challenging. We basically started off with lots of different technology bases. We had some idea of what users needed and wanted to do, and there was a new thing called Windows "Chicago" [the product's code name] still forming. That was a very volatile and challenging time.

MM: How did you feel when the ship date slipped? How did that affect you?

Chris: When customers go to the store and see the product, they don't really care that we slipped. They just want to buy the thing, take it home, and have it work.

Andy: The people that criticize, they really don't know what's going on. And when the product ships, all their criticism really isn't going to matter that much. Because people are going to view the product and they're going to say, "This is very cool."

MM: Do you think people understand what goes into the development of a product like this?

Andy: I think, frankly, they shouldn't even care. It's not relevant. You don't know how Sony built your stereo. I mean, you don't know how the Walkman was put together. It's nice for people to appreciate the work that goes in. But, it really isn't part of the product.

"When we think about the user, we think about what can possibly go wrong and then we make sure it doesn't go wrong."

—Andy Nicholson, Software Design Engineer

Wassef: Most people just want to buy the box, install it, have it run, and benefit from it.

MM: If you could choose another career besides this one, what would it be?

Andy: I have a really hard time imagining doing anything else. And anytime I try to compare what I do to other career fields, I find they aren't as flexible or as rewarding.

Rob: There are enough interesting things to do and enough rewards here that, as far as the computer industry goes, I'm happy exactly the way I am.

Chris: There are benefits in being here. There are incredible resources and incredible people. In fact, that's the thing I enjoy the most—the abilities of the people around you, the motivation. As a team, you can do so much more. On Windows 3.1, for example, it was me and two other guys working on the user interface, and it worked. But, we've done so much more on a larger team because of the people—the right people doing the right things. It's awesome. M

At the crossroads of a new technology

Learn how a growing company is evaluating and using Windows 95 as we go "backstage" to beta test site House of Blues

Windows 95 PREVIEW

House of Blues is a compelling case study for virtually any business curious about the Microsoft Windows 95 operating system and what it will bring to an organization. That's because the company seems to be in virtually *every* business. In its present incarnation, Los Angeles–based House of Blues, founded by Isaac Tigrett, includes three music venues and restaurants, located in Cambridge, West Hollywood, and New Orleans; a syndicated television program, *Live from the House of Blues*; a radio program, hosted by co-owner and actor Dan Aykroyd; a retail business; a record label; and a New Media division that develops software and various multimedia projects. It also operates the nonprofit International House of Blues Foundation, which was established to increase racial harmony and multicultural awareness through educational outreach programs.

Marc Schiller, head of House of Blues New Media, welcomed the opportunity to test the Windows 95 beta and learn what it could bring to his organization.

Despite the company's high media profile and the undeniable glamour of hosting some of the world's most-popular musicians (recent acts at the Los Angeles club include blues legend Buddy Guy and pop singer Sheryl Crow), when you talk to employees at House of Blues, you realize that they contend with the same day-to-day concerns other businesses do.

For example, House of Blues has to track inventory for its retail stores, keep food costs in line in the restaurants, and contend with everyday corporate tasks such as payroll and bookkeeping. The company also faces the challenges of bringing together disparate computer systems between divisions and locations. It needs to work on streamlining repetitive tasks. And it has employees who are doing more than one job.

"I want all my employees to be able to [use computers] intuitively. And I think Windows 95 offers that." —Marc Schiller

Simply put, like many businesses, House of Blues is a medium-sized organization trying to manage growth while delivering on its business mission. And as a beta tester of Windows 95, the company hopes to learn how a new operating system can help it achieve its goals.

Why Windows 95?

Marc Schiller, vice president of House of Blues New Media, has been following Windows 95 closely for some time. "I've always been a fan of Microsoft Excel and Word, and have used Windows for God knows how many years." When Schiller attended COMDEX late last year to check out new technologies for the fledgling multimedia division at House of Blues, he met Microsoft product manager Steve Linowes. The two men found they had a mutual interest. "I was curious about Windows 95," says Schiller, "and Steve wanted to know how a business such as ours might adopt it, so he asked us to become a beta site."

Schiller's interest in the new operating system is twofold. As the head of New Media, he is responsible for developing the company's online services and special projects using available technology, such as interactive programming on the Internet and CD-ROM. Schiller also oversees all corporate technology projects. He works closely with Michael Hassel, who does double-duty overseeing the company's management information systems (MIS) and point-of-sale out of the Dallas office, to evaluate software and hardware and determine how—and to what—the company will upgrade its systems.

PHOTOGRAPHS BY PAUL ELLEDGE

For both aspects of his job, Schiller was curious to see what Windows 95 could bring to House of Blues.

Ironically, Schiller says he doesn't like computers. Not like computers? The man who, just weeks after joining the company, put together a live online Internet gospel concert to debut the new division? The man who is heading the company's entry into cutting-edge interactive entertainment, online programming, and electronic publishing? "What I mean," Schiller explains, "is that, while I'm quick on the computer and I use it every hour of the day when I'm at work, I'm not a tech person. I like what computers can do for me. If I can conceive something in my head, for me the computer is the best way to achieve that idea."

Schiller's philosophy is simple: He wants "the tools to go away." He says, "I don't want to think 'How do I learn this program?' I just want to say here's a document in Word and we're going to merge that document with a Microsoft Excel file and we're going to ship it out by e-mail to New Orleans. I want all my employees to be able to do that intuitively. And I think Windows 95 offers that."

To test this assumption, Schiller disseminated copies of the beta software to employees of varying computer skill levels, system configurations, and job descriptions.

Where in-house support is limited, ease of use is paramount

At House of Blues, as in many growing companies, MIS is the responsibility of one person rather than a department of staff members. As the primary source of computer-related support for the some 500 corporate employees in four offices, Michael Hassel evaluates software for its functionality as well as ease of use. Before adopting any new software program, he wants to be sure he knows what issues might crop up that will require an investment of his increasingly limited time. So with the Windows 95 beta, Hassel has been paying particular attention to how users will adapt to the new user interface.

"As a part of my job, I get a lot of basic troubleshooting calls. The majority of our users don't really understand the ins and outs of their computers, but they know how to get in and out of applications to get their work done. So, for example, a lot of people try to switch between applications and don't understand that if they have ten windows open, their computer is going to run more slowly. With Windows 95, because it is more intuitive and there is help available online, I think that people will feel more comfortable and will make an effort to solve the problems themselves before they call me."

Discovering the benefits for the average computer user

To get a sense of how an everyday computer user might react to the new user interface, Hassel loaded the program on the computer of Allison Bauer, a coordinator in the retail division. Bauer helps manage inventory and pricing of the hundreds of products, such as clothing, caps, and compact discs, that are sold in House of Blues retail stores and on the television program. Most of her time is devoted to ordering, handling inventory, and—especially—dealing with the little crises that crop up. "A couple of hours of every day seem to be devoted to things you never planned to deal with," says Bauer. "It's very hectic, and my day changes constantly, so I need to be able to respond to it."

Allison Bauer has to switch gears often during a workday and wants an operating system that can switch along with her, quickly and easily.

Bauer uses her computer every day, but she is not what you'd call a power user. She mostly switches back and forth between writing memos and meeting notes in Microsoft Word and using her spreadsheet program to update prices and track inventory. In Windows 95, Bauer has made the heaviest use of the taskbar, which is fixed at the bottom of the screen to tell the user what's running and provide one-click access to other applications. "The taskbar," says Bauer, "shows you everything that's running and makes it extremely easy to switch between programs—a big advantage with the way things are around here."

"With Windows 95, I think that people will feel more comfortable and will make an effort to solve the problems themselves before they call me." —Michael Hassel

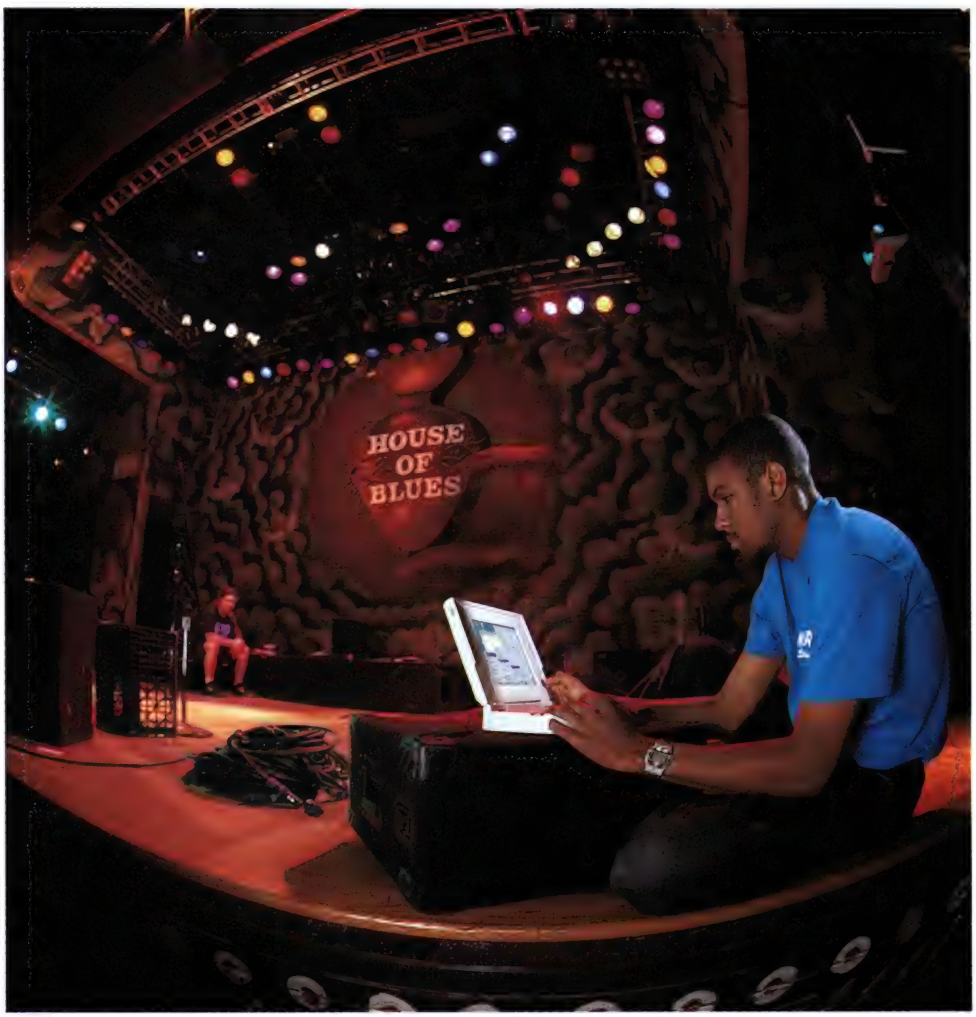
Bauer's experience supports Schiller's theory that Windows 95 will help make work more intuitive. "Although I could go back and forth between programs in Windows 3.1, it doesn't seem as much like it's made to do that," she says. "In Windows 95, it's much more natural. I think that I probably thought about my software much more before. Now, it's just in the background and I can concentrate on what I want to do."

The power user's perspective: "Whatever the whim is, I can do it"

When he's not working as a sound engineer at House of Blues, Bryan Miles spends most of his time experimenting at home with Windows 95 to see how it operates with the three-dimensional animation, computer-aided design (CAD), and graphics programs he runs on his 20-MB PC. When it comes to computers, Miles says, he's the type of person who will try to push something to its limits. When he got a copy of the Windows 95 beta, "I just went ahead and installed it as the only operating system on my computer. And now I spend most of my time when I'm at home trying to see what it can do."

"Multitasking really helps, because instead of running two or three different computers, I can do it all from one system." —Bryan Miles

One thing Miles now *knows* Windows 95 can do is run several of his high-end programs simultaneously—something he couldn't do with Windows 3.1. "When I loaded Windows 95, I immediately tried to run my lighting program with my CAD program, and it worked."



Bryan Miles is testing Windows 95 with lighting software and other specialized programs in the hope that sound and lights onstage can someday be fully automated.

Miles often brings his computer to work to use on the job, because the club's sound and lighting systems are not yet totally automated (although they use a database program to "inventory" which lights are operating and manage lists of musicians' equipment needs, catering requests, and the like). For certain shows, Miles will run the lights from his computer. On Wednesday nights—dance nights at House of Blues—Miles is the only technician on duty operating both the sound and lights. On those occasions he runs a light show timed with recorded music, using a shareware lighting program and Windows 95.

For a power user such as Miles, the biggest benefits of Windows 95 have come in two major areas:

- **Multitasking.** When Miles is running the lights from his computer, he finds this feature really helps. "I can run the lights and, at the same time, I can make some notes in my word processor. The multitasking really helps, because instead of running two or three different computers, I can do it all from one system."
- **Plug and Play.** "I have a lot of different cards—a TV card, radio card, modem, two sound cards, and my video input card," says Miles. "I've had three or four of them pulled for a long time because my system couldn't hold them all. So when I loaded Windows 95, I thought I'd give it a try and put them all in there and see what it could do. It actually configured all of them at once. Windows 95 just does it for you. That was the first time I've ever had everything in my computer up and running at the same time." The ease of configuration that Plug and Play affords makes it easier for Miles to work with whatever program strikes his fancy, be it an animation program, lighting software, or even a game. "Before, I would literally have to pull cards depending on what I was doing," he recalls. "Now, if I feel like editing graphics, I can do it without spending a half-hour reconfiguring my computer. Or if I just want to play a game, I can. Whatever the whim is, I can do it."

Setting the stage for greater automation, more control

Miles sees benefits such as these expanding what sound and light technicians will be able to do at the club down the road. For example, he foresees being able to control the sound in the three-story Los Angeles club better through a system totally automated under Windows 95. "One challenge we

have right now is that the sound levels have to be different for each floor, where people are eating as opposed to dancing. With Windows 95," Miles muses, "we could have three or four different mixing boards running at the same time, mixing the sound for each level. Instead of the restaurant manager having to track down the sound engineer to change the volume in the restaurant, he could just radio the one guy at the computer and say 'It's too loud.' That would be ideal."

Beta tester on the road finds a faster way to handle a multitude of tasks

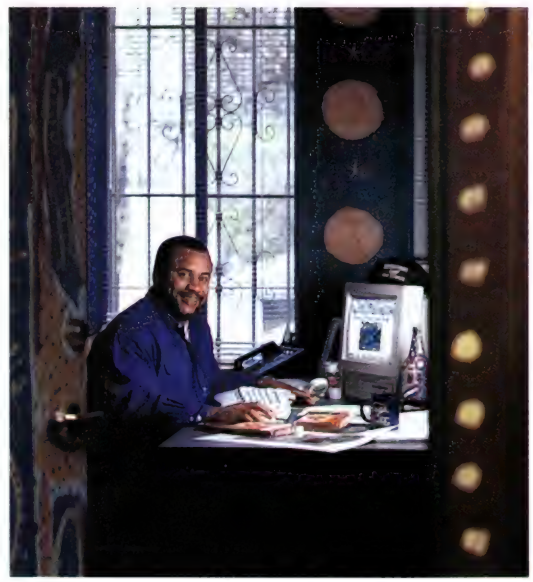
Of all the House of Blues employees testing Windows 95, Jerry Kidder probably has spent the most time with the operating system, purely as a function of the number of hours he spends at his computer. "I literally work all the time, from 12 to 20 hours a day," says Kidder, by telephone from a brief stopover at his home in Arkansas. "Because of my job, sometimes I'll have to sit down in front of the computer for three days straight, just to catch up on everything I have to do."

Kidder manages the Gulf Mobile & Ohio Railroad, often referred to as the "House of Blues train." The train is a refurbished 1927 private railroad car which is—literally—a promotional vehicle for House of Blues. Kidder rides the rails around the country, handling everything from maintenance on the train's electrical system to entertaining musicians and VIPs as he takes them by rail to one of the House of Blues nightclubs. Kidder also handles the paperwork for the train, including designing instruction sheets for guests, handling correspondence, and maintaining a database. For these tasks, he relies on a Pentium-based portable computer, on which he has installed Windows 95.

"I've probably cut the amount of time I have had to spend on my computer by 35 percent." —Jerry Kidder

Kidder is running the Windows 95 beta with graphics programs such as Aldus™ PageMaker™, as well as Microsoft Word and Works, which he uses for spreadsheets and databases. As a jack of all trades who must constantly drop one task for another, Kidder has found three key benefits to Windows 95:

- **Faster navigating.** The ease of moving between applications helps Kidder get his work done faster. "Maneuvering through the graphical interface is just so much easier now. I can use the right mouse button more, and it's much easier for me to jump back and forth between applications and get specific little tasks done that used to take almost twice as long."
- **Better performance.** "With Windows 95," says Kidder "my system runs faster and is easier to deal with. I've probably cut the amount of time I have had to spend on my computer by 35 percent."
- **Quick changes.** Kidder also appreciates the ease of configuration. "When I first got my new computer, I spent about two weeks trying to set up the PCMCIA slots in my computer. With Windows 95 on board, it prompts you to check if all your stuff is working. It wasn't, so it brought up this dialog box that basically said, 'Punch this button and I'll take care of it.' Windows 95 took over the entire operation and configured it in about 15 minutes."



Resident computer expert Michael Hassel is evaluating Windows 95 for features that will ease the burden of support.

Further on down the road: Rolling out Windows 95

As a beta site, House of Blues has been able to get a head start on assessing the issues it will face when it does roll out Windows 95. For example, there are some hardware issues to be considered. When it comes to computers and configurations, House of Blues has about as many setups as it does gigs in a month. Systems run the gamut from older 25-megahertz PCs to high-end Pentium processors, plus Macintosh computers. Before widely deploying Windows 95 in the Los Angeles office, Hassel would like to get some of the older hardware upgraded to Windows 95. But finances dictate prioritizing who gets a new or upgraded computer first. "It's always hard to say to some people, 'We can't upgrade your computer right now because accounting needs a new one first.' It's not that that person's job is any less important—but there are some cases where it makes sense to upgrade first."

Currently, Hassel says the plan is to install Windows 95 on the network in Dallas, configure it for the company's networking needs, and start out the new club and future new facilities and offices from the ground up with Windows 95. The Los Angeles office and other current locations will roll out the operating system a bit more gradually.

Marc Schiller says he doesn't see any problems associated with making the move, but he agrees that as the company moves to the new operating system, it will have some prioritizing to do. His plan is to get key people in the company to integrate it into their workday first and then set up everyone else. "Any time you give someone a brand new tool—when you do retrain everybody—it will take a little time for them to get used to a new system. The great thing about Windows 95, though, is that you pretty much upgrade and go—there's not a lot you have to learn."

Look under the hood. Take it 'round the block. Then see what's in the trunk.
Microsoft Windows 95 Preview Program
Windows 95
HOUSE OF BLUES
DURAN DURAN

Business value dictates the decision to cross the road to new technology

Poised at the crossroads of this new technology, and given the investment of time and money a company this size must make in moving to a new operating system, why does House of Blues see upgrading to Windows 95 as a smart business move? The general consensus among business decision makers, support personnel, and end users here is that, without question, the program is easier to use for daily tasks for experienced and newer computers users alike—and lays the groundwork for them to do more with their computers. The particular advantage to a growing company such as House of Blues, as Kidder points out, "is that we're bringing a lot of people on board who need to learn a great deal very quickly. Based on what I've seen in Windows 95, it's going to be really easy for us to train even people who are vaguely familiar with computers on how to get into Windows 95 and work with our system a lot faster. For the uninitiated, it is going to be a really easy program to learn."

Schiller sums up, gesturing around his office, which is scattered with CD jewel boxes, posters, and videotapes: "As you can see, things move so fast around here and there's an incredible amount of organization and paperwork that needs to come together. We are a company that has live programming that changes daily coming out of three different cities, seven days a week. To set up all those things that need to surround it, from publicity and production logistics to new media applications to food and catering—it's an incredible amount of information that has to be generated, integrated with other people's work, and distributed. We don't have time to worry about bumps in the process. We've got to have a system where everybody can quickly be up to speed with what's happening at each location, each day. The computer applications we can use and integrate are the key, and upgrading to Windows 95 will make it even easier for us to work more quickly and be more productive." M

"The great thing about Windows 95 is that you pretty much upgrade and go—there's not a lot you have to learn." —Marc Schiller

Beta testing Microsoft products

Extensive prerelease testing helps ensure that Windows 95 is rock solid and ready to go

By the time the Microsoft Windows 95 operating system launches later this summer, close to half a million individuals and businesses—including House of Blues—will have tried and tested it through prerelease activities such as the Windows 95 Technical Beta Program, Beta Evaluation Program, and Preview Program.

More than 50,000 sites were selected to participate in the Windows 95 Technical Beta Program—the largest technical beta in Microsoft's history. Through the large beta program, Microsoft has extensively tested new product features, reliability, compatibility with software, performance in a variety of hardware configurations, and other factors.

In addition to the Technical Beta Program, Microsoft also sought feedback on Windows 95 from a broad customer base. Through the Windows 95 Preview Program, approximately 400,000 evaluators are testing a prerelease copy of the new operating system. This is the widest variety of hardware and software configurations ever tested for an operating system, allowing Microsoft to decrease the chances of installation problems for the greatest number of users.

Many businesses benefited from this early evaluation by gaining the opportunity to assess what is involved in upgrading their organizations to Windows 95, thereby giving Microsoft the insight to help all types of business smoothly upgrade to the final release of Windows 95.

Selection of beta sites for Microsoft products varies with each product, according to the needs of the development team. Beta sites typically must agree to meet specific requirements, such as signing a nondisclosure agreement and providing regular, detailed feedback to Microsoft.

If you or your company is interested in becoming a beta site for future releases of Microsoft operating systems, applications, and languages, you can send a request by Internet electronic mail to betareq@microsoft.com. In your request, explain why you want to be a beta tester, name the product you want to test in the title of the message (only one product per request), and detail any beta testing experience you may have. Also, include a complete description of your hardware configuration, including computer, monitor, graphics card, memory card, peripherals, and software operating environment, including operating systems, networks, and applications. M

NOTE: *Microsoft cannot guarantee response to your submission. You will be notified only if you are chosen to participate in a beta program.*

Coming soon: Your favorite programs for Windows 95

Applications from major software manufacturers set to debut with Windows 95

Microsoft and major manufacturers are working together to ready their applications for the launch of the Windows 95 operating system. Their goal is to help users have the best-possible experience with Windows 95 and applications for Windows 95. Upon release of the operating system, several dozen new 32-bit software applications for Windows 95 will be available. So, whether you prefer applications from Microsoft, Symantec, Micrografx, or another major software manufacturer, you'll have the option of upgrading to a 32-bit version of your software that's been designed for Windows 95. A "Designed for Microsoft Windows 95" logo on the product packaging will make it easy to identify the software and hardware that use the new technologies that Windows 95 enables.

Making the grade for Windows 95

The "Designed for Microsoft Windows 95" logo identifies a 32-bit application that specifically takes advantage of Windows 95. An independent testing laboratory, VeriTest inc., verifies that the programs demonstrate integration with Windows 95:

The Windows 95 logo, among other things, means that the program provides automated setup under Windows 95, has an automatic uninstall utility, can accept long filenames, and will generally look and work like Windows 95. This integration means that it's easier for you to load the new software (and, if necessary, easily remove it from your system), and it's quicker to learn and use the program. In addition, you no longer are restricted to the MS-DOS–based limitations of eight characters when naming files in your Windows 95–based applications, so filenames can be more descriptive of the file content.

Written to the Win32® application programming interface (API) means that the software is written in 32-bit code—compared to the 16-bit applications written for MS-DOS and Windows 3.*x*. Windows 95 runs 32-bit applications written for Windows 95 and Windows NT, and 16-bit applications written for earlier versions of Windows and for MS-DOS.

In some cases, a 32-bit Windows 95–based application can run faster than its 16-bit predecessor. More importantly, however, being 32-bit means that the program runs uninhibited by other applications that are running at the same time. So, if you have one errant application that locks up your screen, you can close down only the errant application and continue working. You no longer have to close down your whole system and reboot.

32-bit applications also let you use *preemptive multitasking* in Windows 95, so you can continue working at one task while your computer processes other tasks.

OLE support allows you to easily share data between your programs written for Windows 95. OLE technology lets you copy a chart from one manufacturer's spreadsheet program into, for example, another manufacturer's slide presentation program.

A wide range of available programs

The "Designed for Microsoft Windows 95" logo program gives software and hardware manufacturers design specifications early on so they can release their products when or soon after Windows 95 is released.

At Symantec Corporation, Richard Yim, senior product manager of the popular Norton Utilities® software, says the Windows 95 logo program has helped his company prepare three desktop utility products—Norton Utilities, Norton Antivirus®, and newcomer Norton Navigator—to be available as soon as Windows 95 releases. "Historically, independent manufacturers have had to wait until Microsoft released a new operating system so we could thoroughly test our products before shipping them," says Yim. "With Windows 95, we've been working with Microsoft developers all along to prepare our products...and the testing program has helped us ready three new desktop products that our customers can be confident will work great with Windows 95."

Grant Wickes, vice president of product management at Micrografx, agrees: "The 'Designed for Windows 95' logo on our products ensures that customers receive the full range of benefits offered by tight integration between our applications and the operating system, including common interfaces and improved performance through multithreading." Available Micrografx applications will include Micrografx Picture Publisher, Micrografx Designer, and ABC FlowCharter.

Working with the VeriTest independent testing lab helped software manufacturers confirm that their programs do, in fact, have what it takes to use the "Designed for Microsoft Windows 95" logo. According to Marc Abrams, vice president of special projects at VeriTest, "Our lab verifies that a manufacturer's program meets the published criteria for the Windows 95 logo. Along with testing more than ten major criteria for the logo—from checking the user interface, 32-bit programming, and OLE compliance, and verifying that it installs and uninstalls as promised—we also test that the products are basically stable under Windows 95. Using a series of tests that runs an application under a 'stressed' computing environment with lots of applications running, we make sure that the application behaves itself without taking the system down."

Working well with Windows 95

When you look for software to run with Windows 95, you'll find that a broad range of the most-popular programs for Windows are available for Windows 95—at release or shortly thereafter. You can use the "Designed For Microsoft Windows 95" logo to take the mystery out of finding products that are designed to work with Windows 95.

New Office for Windows 95 takes advantage of 32-bit operating system

New programs in Office put Windows 95 to work

Windows 95 PREVIEW

The upcoming Microsoft Office for Windows 95 (available within 30 days of the release of Windows 95) upgrades each of the desktop-productivity programs in Microsoft Office 4.*x*. This new version of Office will have 32-bit versions of Microsoft Excel, Word, PowerPoint®, Schedule+, and Microsoft Access, which take advantage of the increased speed and power of Windows 95, multitasking and multithreading capabilities, expanded IntelliSense™ technology, as well as new tools and features that help the programs in Office work more closely together.

There will be two versions of Office for Windows 95

Microsoft Office for Windows 95 will be available in Standard and Professional editions. Both will include Microsoft Excel, Word, PowerPoint, and Schedule+. The Professional edition adds Microsoft Access, and the Professional CD-ROM version also will include the Bookshelf '95 reference library (Bookshelf requires a CD-ROM drive). All versions will have comprehensive online documentation and a shorter, easier-to-read printed manual. All versions of Office for Windows 95 will be for the Windows 95 operating system. They will not run on Windows 3.*x*.

With Office for Windows 95, you will be able to perform many common tasks—cutting and pasting within and between programs, paging through Word documents, creating charts and databases, finding and saving files, scrolling through screens, redrawing graphics, and recalculating values in Microsoft Excel—faster than with Office 4.*x*. You'll use resources more efficiently, now needing less space on your hard disk for large databases and spreadsheet tables. You'll use your time more effectively. You can work on one job, such as creating a set of PowerPoint slides, while your computer performs another, such as searching your hard disk for a document or printing it—without interrupting or slowing your work in the PowerPoint presentation graphics program.

Office for Windows 95 will include a new version of Schedule+ to give you scheduling, group messaging, contact management, and personal time-management capabilities integrated with your other Office tasks. This updated Schedule+ will work on your individual PC or, for group scheduling, in conjunction with Microsoft Exchange Server. Moreover, the Office Professional CD-ROM version will include fully integrated Bookshelf '95, so you'll be able to click a button in any Office program to find definitions and automatically add quick facts or figures to a report or spreadsheet. With the Address Builder, Office and Bookshelf will automatically find ZIP codes for addresses in your documents or databases. (For more information on Bookshelf '95, see page 35.)

Big changes in a familiar package

You'll find Office for Windows 95 familiar, especially if you're used to working with Office 4.*x*. Like its predecessor, Office for Windows 95 will help you focus on the job you're doing rather than on your computer. For example, as in Office 4.*x*, you can use any tool from any Office program to create and edit compound documents with text, charts, database information, and graphics. And now you'll be able to create a new file through a shortcut menu even before you open a program. So instead of thinking, "What programs will I need to open to create my monthly report?" you can create a file called Monthly Report and then start mixing and matching the tools from the Office programs as you write the report. In other words, by supporting this approach to file creation, Office for Windows 95 enables you to decide what files you need for the job at hand and *then* what tools you need to work with those files.

What's more, you'll find files you already created more easily, because you can name them with meaningful phrases. Instead of wondering if STAT95Q2.DOC is the document you need, you can title and search for your document under a name that makes sense, such as Status Report—Second Quarter 1995. For fast and easy access, you can store all your Microsoft Excel, Word, PowerPoint, or Microsoft Access files in a single folder with a meaningful name such as Status Reports For 1995.

Greater integration for smoother operation

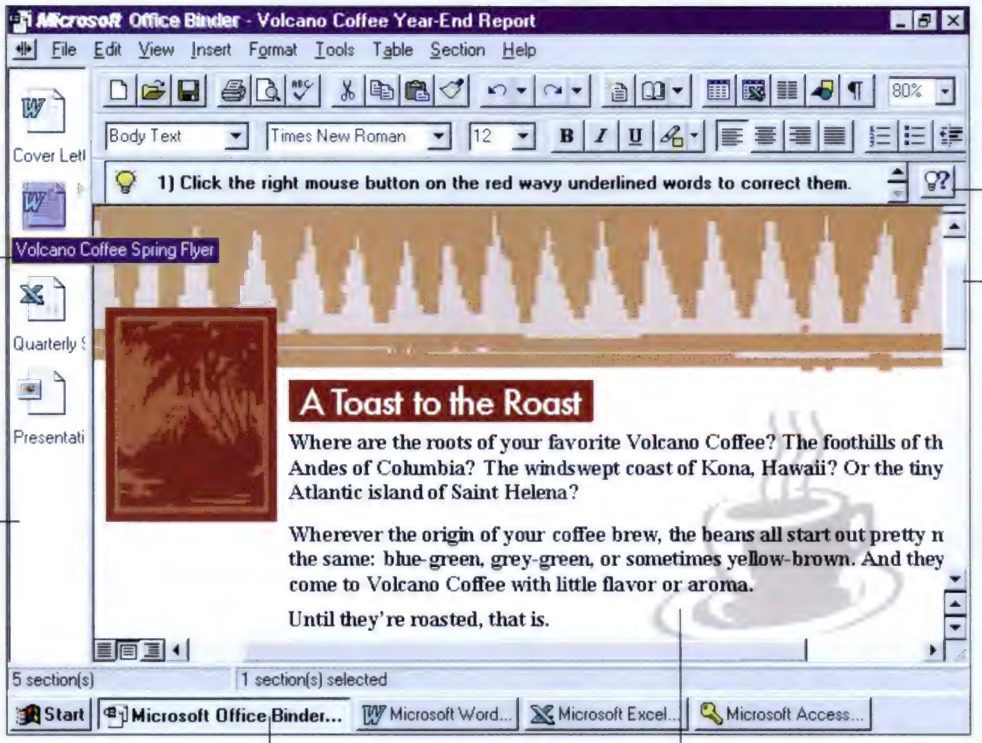
Whether you're working with new or existing files, the programs in Office for Windows 95 will be more easily accessible and with a greater level of integration than before. For example:

- As always, your files can contain a blend of text, graphics, and data items, and you can call up the appropriate Office program for editing any item in your file.
- You'll work simultaneously on text reports, spreadsheets, presentations, and other material even if you keep this material in separate files. Office will enable you to combine all kinds of files in a "binder," work on them in a single window, and easily print them with consecutive page numbers. For example, you could set up a binder called 1996 Sales Projections and then put all of your Microsoft Word

Long filenames
Your filenames now can mean exactly what you want to say.

Office Binder
Combine all of your files in a binder of related documents, spreadsheets, and more.

Windows 95 taskbar
Change programs as easily as you change channels on your TV.


Microsoft Office Binder - Volcano Coffee Year-End Report
File Edit View Insert Format Tools Table Section Help
Body Text
Times New Roman
12
80%
1) Click the right mouse button on the red wavy underlined words to correct them.
Cover Letl
Volcano Coffee Spring Flyer
Quarterly
Presentati
A Toast to the Roast
Where are the roots of your favorite Volcano Coffee? The foothills of th Andes of Columbia? The windswept coast of Kona, Hawaii? Or the tiny Atlantic island of Saint Helena?
Wherever the origin of your coffee brew, the beans all start out pretty n the same: blue-green, grey-green, or sometimes yellow-brown. And they come to Volcano Coffee with little flavor or aroma.
Until they're roasted, that is.
5 section(s)
1 section(s) selected
Start
Microsoft Office Binder...
Microsoft Word...
Microsoft Excel...
Microsoft Access...

TipWizard in Word
Learn while you work. TipWizard™ assistant suggests how to make things easier.

Proportional scroll bars
At a glance, you can estimate how much information is in this file.

Everything important in one place
By combining words, spreadsheet data, and graphics in one file, your message becomes more clear.

reports, Microsoft Excel spreadsheets, and Microsoft Access database information in it. When you open the binder, you'll see a small window with icons for all of the files. Then, you can print, change the order, or add or delete files in the binder by pointing and clicking.

➤ To save time converting existing data into a database, you'll be able to automatically convert a list created in Microsoft Excel to a flat-file database in Microsoft Access. If you like, a wizard will convert this data into a relational database. You can cut the time required for conversion tasks from hours to only a minute or two.

➤ You'll use Microsoft Excel PivotTable® dynamic views with data stored in a Microsoft Access database—and Microsoft Access forms and reports with Microsoft Excel spreadsheets—to be able to analyze and manipulate your data more quickly and easily.

The help you need—in plain English

Help within Office for Windows 95 will be easy to use. You'll be able to ask for information using plain English, and a new Answer Wizard that works in all Office programs will deliver the help you need—also in plain English. For example, you can click Answer Wizard and type, "How do I nuke this toolbar?" In response, the wizard will take you right to the dialog box for removing unwanted toolbars and give you a tip for completing the task.

The Microsoft Office Manager (MOM) toolbar from Office 4.*x* is still around, but now it will do more while doing a better job of staying out of your way. You'll be able to add buttons for third-party Microsoft Office Compatible programs and your most important files and folders to the new Short Cut Bar. Then, with a single click, you can launch a program or file.

Making teamwork flow

Office for Windows 95 will have new capabilities for making your workgroup projects run more smoothly and coordinated. If two or more people share a computer, each of them can work with Office as he or she wants because Office can store multiple user settings and preferences on a single PC. Office also will simplify system administration by enabling administrators to perform their work from any computer on a network.

For communicating with colleagues at remote sites, you can send mail via MSN, The Microsoft Network. (See page 14 for more information.) Or, use MSN to research facts and figures or download data. After you've connected the first time, an item will appear in a shortcut menu enabling you to connect directly to your preferred areas of the online service whenever you use an Office program.

In all of the new programs, you'll find additional upgrades that help boost your productivity:

➤ Expanded IntelliSense technology will make the convenient AutoCorrect tool, which you may know already from Word, available in all Office programs.

➤ Expanded right-mouse-button capabilities will provide context-sensitive menus and help you create your own shortcuts to documents, other programs, printers, networks, and remote computing locations.

➤ In both Microsoft Excel and Microsoft Access, full Visual Basic for Applications capabilities and enhanced OLE connections with the Microsoft BackOffice product family will help make application development considerably more efficient.

Familiar programs get new capabilities

The programs you know from Office 4.*x* will have many changes and upgrades.

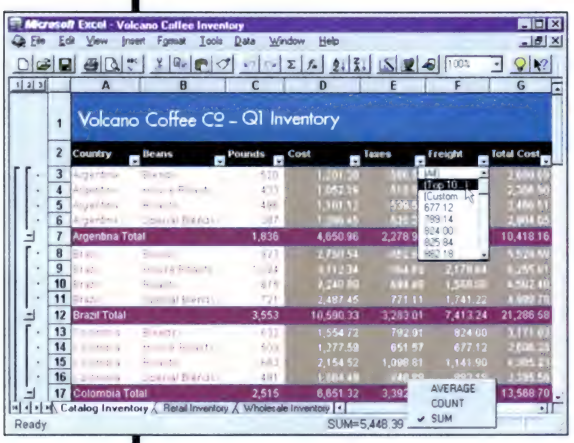
Microsoft Word

With the enhanced IntelliSense capabilities of Word in Office for Windows 95, it will be easier to do more things in less time:

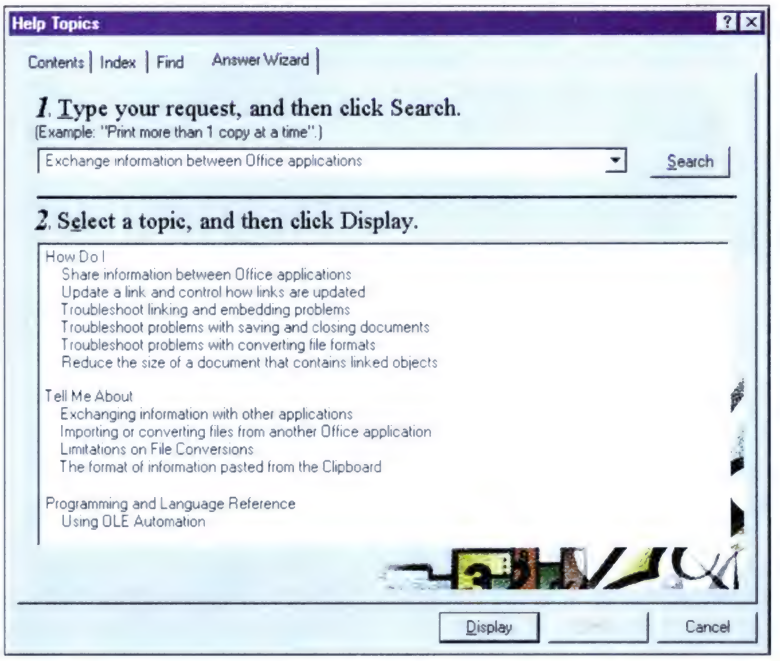
- Spell-It will automatically check your spelling while you type.
- Enhanced AutoCorrect learns how you want to spell words that are exceptions to Word rules.
- TipWizard will automatically suggest ways to use Word more quickly and efficiently. For example, if you mistype or misspell a word, TipWizard will underline it with a red wavy line. Simply click the right mouse button on the word and it will be corrected automatically.
- AutoFormat will work as you type, automatically formatting headlines, applying borders, and creating numbered lists.

Teamwork will be faster and smoother in the upcoming version of Word:

- Instead of having to print documents and emphasize information with a highlighting marker, you'll be able to highlight passages right in the document with the Word highlighter tool.
- Additional WordPerfect converters let you read and write WordPerfect files more easily and accurately.
- Additional templates and wizards will walk you through how to jointly create professional-looking documents.
- You can choose to use Word as your electronic-mail editor so you can write messages using advanced tools.



The new version of Microsoft Excel will identify the top 10 percent of any list and let you easily work with this subset of data.


Help Topics
Contents | Index | Find | Answer Wizard
1. Type your request, and then click Search.
(Example: "Print more than 1 copy at a time".)
Exchange information between Office applications
Search
2. Select a topic, and then click Display.
How Do I
Share information between Office applications
Update a link and control how links are updated
Troubleshoot linking and embedding problems
Troubleshoot problems with saving and closing documents
Troubleshoot problems with converting file formats
Reduce the size of a document that contains linked objects
Tell Me About
Exchanging information with other applications
Importing or converting files from another Office application
Limitations on File Conversions
The format of information pasted from the Clipboard
Programming and Language Reference
Using OLE Automation
Display
Cancel

Answer Wizard lets you ask for help in plain English—and answers in plain English, too.

Microsoft Excel

Microsoft Excel will enhance its current IntelliSense technology to help you get your work done more quickly and easily. For example:

- AutoComplete will help speed data entry and eliminate typing errors by monitoring previous entries in a list and then automatically completing new, duplicate entries after you type the first few letters of the new entry. Or, you'll fill in the data by clicking the right mouse button on a cell and choosing from an automatically generated list of previously entered data.
- In addition to Chart Wizard and numerous charting options, Microsoft Excel will provide data mapping so you can chart data on a U.S. or world map to spot trends.
- New navigation tools, such as scalable scroll bars, will help keep you from "hyperscrolling" past your data, and scroll tips will display numbered rows and column headings to make it easier to navigate through large spreadsheets.

Prebuilt Spreadsheet Solution Templates and Access Forms will make it easier to enter data into a spreadsheet and to start using and analyzing the data.

Additional analysis tools will help you make more sense of numbers, whether you're working alone or in a team. For example:

- Shared Lists will make group projects and team analysis easier because many users will be able to simultaneously enter data into the same workbook.
- Business Mapping will make it easier to spot trends or see relationships between disparate data points by allowing you to display data on a color-coded geographic map.
- AutoFilter Top 10 will enable you to identify the top 10 percent of any list.

Microsoft PowerPoint

Whether you're presenting to an audience of hundreds or just two or three colleagues around your laptop PC, the new version of PowerPoint will help you create more effective presentations. For example:

- AutoContent Wizard will provide suggested content and organization. It will help tailor your presentation based on length and type of audience.
- You'll be able to send images of PowerPoint slides to a Word document

to create handouts with speaker's notes or space for taking notes.

➤ You can use sounds, music, textures, photos, and animation clips from the PowerPoint CD-ROM files in your presentations.

With customizable color schemes, multicolored and textured fills, and a style checker, your presentations can have a better look. Other new graphics features:

➤ PowerPoint will scan your text and suggest clip art that increases audience retention and adds a more professional look.

➤ You can use black-and-white view to ensure that color objects are readable when printed in black-and-white handouts.

You'll also get more done *during* your presentations. For example, you will be able to:

➤ Create an action-item list while you give your presentation. PowerPoint will automatically generate a closing slide of action items.

➤ Take notes during your presentation and export them to Word where you can format and distribute them as follow-up.

PowerPoint also supports teamwork. You'll use Presentation Conferencing to present to colleagues on a network while you talk with them via conference call. Then, automatically send a follow-up meeting notification with action items and meeting minutes.

Microsoft Access

The newest version of Microsoft Access will let novices as well as database experts get more out of relational databases. Whether you're pulling in data from spreadsheets or other databases, or starting from scratch, the new Microsoft Access will make it easy to get started and manage, locate, and share information. For example:

➤ Database Wizard will automatically build custom tables, queries, forms, and reports. You just answer a few simple questions to get it started.

➤ If you already have a flat-file list or spreadsheet, new Table Analyzer Wizard will transform this data into a more powerful, relational database.

➤ New filtering options will enable you to filter information with the same forms you use for entering and viewing data, and simplify complex And/Or searches by filtering out unwanted options.

Microsoft Access will make it easier to share information with other people or other Office programs. For smooth integration, you will be able to drag and drop between Microsoft Access and Microsoft Excel or Word, and share the spelling checker and AutoCorrect tools. Also, advanced users will be able to use the Microsoft Visual Basic programming system, Applications Edition, which is shared between Microsoft Excel and Microsoft Access.

For workgroup computing, Microsoft Access will let many people work simultaneously on a database. Also, using Briefcase in Windows 95, you'll be able to work on a copy of a database away from the office and subsequently have Microsoft Access automatically reconcile it with the original.

Microsoft Schedule+

Office for Windows 95 will include Schedule+, which has been updated from the Schedule+ in the Microsoft Windows for Workgroups operating system with integrated networking. This new version will allow you and your colleagues to more efficiently access, coordinate, and organize your projects from office, home, or on the road. The new Schedule+ will include:

➤ A full-featured personal calendar.

➤ Task and contact management capabilities to help you manage your time and information more efficiently. In addition to addresses and phone numbers, you can keep important information such as fax numbers, e-mail addresses, and significant dates all in a central place.

➤ A group scheduler that integrates electronic mail, scheduling, electronic forms, document sharing, and custom applications.

On a client-server network, Schedule+ will work with Microsoft Exchange, sharing account-addressing information between server and client workstations. This means you will need to compile such information only once for an entire network. In non–client-server environments, networked or not, Schedule+ will work as a stand-alone personal information manager.

Schedule+ also will offer:

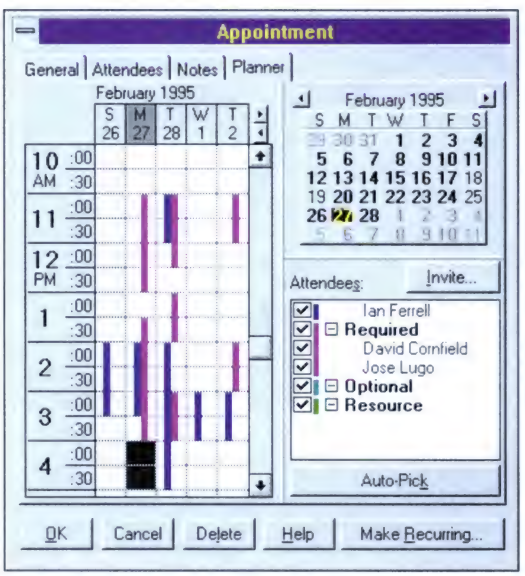
➤ A customizable calendar for viewing appointments daily, weekly, monthly, or yearly.

➤ A fast and easy way to switch between views.

➤ More than 500 calendar-printing options.

➤ The capability to automatically download information into a Timex Data Link watch, which downloads scheduling data from Schedule+ when you hold it in front of your computer screen. Then, it tells you of important meetings, tasks, and contacts, as well as what time it is.

➤ File-attachment capabilities that enable you to exchange fully formatted documents cleanly and quickly.



Easily schedule and confirm group meetings with Schedule+, now in Office for Windows 95.

➤ Seven Habits Tools that help you use the personal and work time-management principles from Steven Covey's bestseller book *The Seven Habits of Highly Successful People*.

Making the move

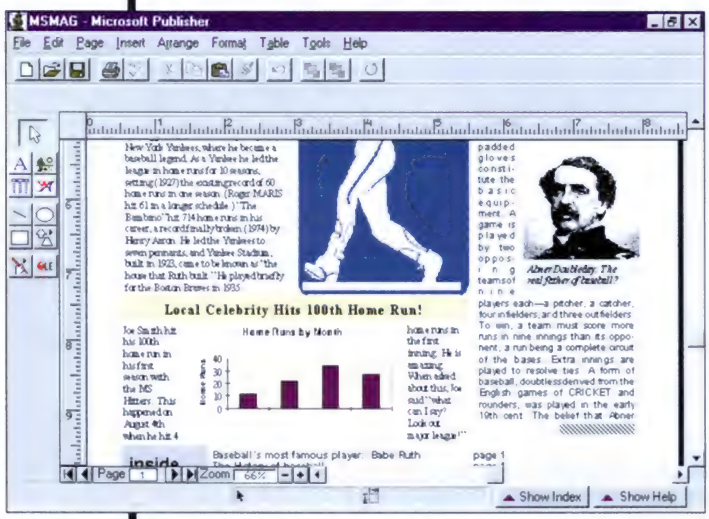
The upgrade from Office 4.*x* to Office for Windows 95 requires that you run Windows 95 on a Windows 95–compatible computer. Office for Windows 95 will recognize your existing Office 4.*x* files and allow you to use them with the new tools and capabilities in Office for Windows 95.

At home with Windows 95

Working and playing on the home PC gets easier and faster

Windows 95 PREVIEW

It's not only business offices that will benefit from the ease-of-use and performance enhancements in the Microsoft Windows 95 operating system. Software, hardware, and peripherals that take advantage of the new operating system will make home computing easier, more productive, and more fun.



Publisher for Windows 95 will let you drag and drop pictures and charts from other programs.

Ease of use is critical at home

Unlike in a large office, when you're working on a home PC you can't get advice from a computing expert who works down the hall. To make it easier to use software on your own, forthcoming home and small-business productivity programs from Microsoft will incorporate the Windows 95 user interface guidelines and support Windows 95 technology.

For example, Microsoft Publisher for Windows 95 (scheduled to be available within the next six months) will make it easier for small offices and home offices to create distinctive publications while using the better graphics and color capabilities of Windows 95. Publisher for Windows 95 supports Image Color Matching (ICM) for users with access to a color printer. With this technology, Publisher users can print their documents on any printer and the printed color will always be the same. In addition, it means the colors that are displayed on the monitor are more closely matched to the colors that will print out.

And Publisher for Windows 95 has other "Designed for Windows 95" benefits such as being able to name your publications precisely what you want with long filenames and OLE Drag and Drop between applications. You can import your graphs, objects, or text by simply dragging it into your publication. You also can send your publication right from Publisher with the new Send Mail option on the File menu.

Microsoft Works for Windows 95 also has been designed for Windows 95 to make home and small-business computing more productive. (See page 36.)

All work and no play? Not the home computer

If you use your home PC for play, look for new entertainment titles that take advantage of the 32-bit operating speed in Windows 95. Game developers at Microsoft and other companies are using WinG, a new development tool that lets them create games with higher graphics speed. Plus, built-in support for high-end digital video, multithreading, and other features in Windows 95 will improve the performance of game, reference, and "edutainment" software. So all types of multimedia software will run faster, display smoother video, and sound better.

Keeping the home computer fast and fit

Windows 95 will make using CDs less of a chore. For example, Windows 95 includes AutoPlay. When you insert an AutoPlay-enabled CD into your CD-ROM drive, Windows 95 will recognize it and automatically launch the program so that you can immediately begin to use it—even if you've never used the disc in your computer before. AutoPlay eliminates complicated setup, so even young children will be able to easily run educational and reference titles as well as games.

Windows 95 will help make better use of home PC resources. Typically, when you set up a CD program, it leaves a "footprint" of installation and operating files and instructions that use up hard disk space. Windows 95 supports a "no install" feature that allows you to run the software directly from the CD. So, if you plan to start a CD library, you can use as many programs as you like without running out of hard disk space.

Hardware upgrades simplified

Plug and Play in Windows 95 offers additional benefits on the home front. Typically, home computer owners upgrade and customize their machines much more than people in an office do. When you want to add new hardware or accessories to your home PC, Plug and Play–compatible hardware allows you to install and begin using these new devices easily, without hassling with complicated configurations and protocols.

Microsoft is releasing new software for the Microsoft Mouse and the Microsoft Natural Keyboard™ peripheral to take advantage of Plug and Play in Windows 95. Also, with Plug and Play software, you'll be able to customize the performance of the Microsoft Mouse and use keys on the Natural Keyboard to activate the Start button and other tools and menus in Windows 95. M

Bookshelf '95 for Windows 95 and Windows 3.1

Dual-platform multimedia reference CD makes written communications more accurate and interesting

Microsoft Bookshelf is a multimedia reference library for anyone who creates written materials for business, school, or personal use. It gives instant access to frequently used reference books. The latest version of Bookshelf will be available with the release of the Microsoft Windows 95 operating system in August. It will be a "dual platform" version that runs on both Windows 95 and Windows 3.1.

Regardless of operating system, Bookshelf is used most often with other software programs. While you're working on a letter or report, a spreadsheet, a database, a slide presentation, or a speech, you'll be able to use all eight reference books in Bookshelf '95 to get just the information you need.

Redesigned for Windows 95

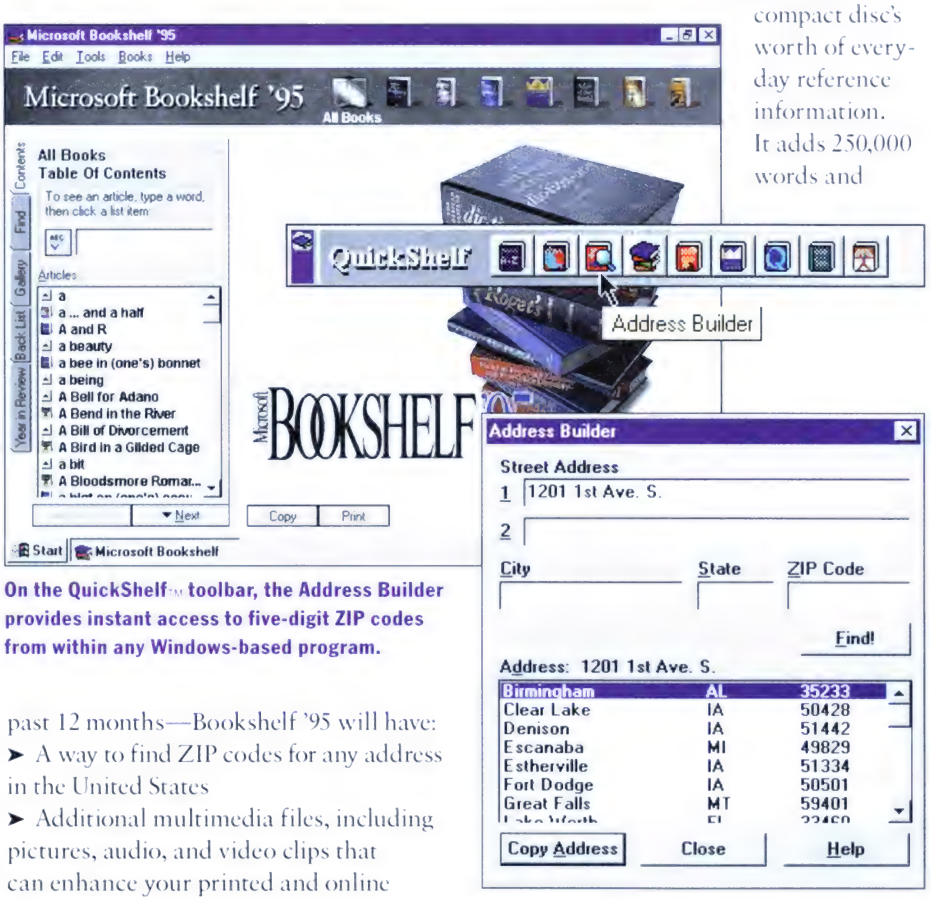
Under Windows 95, Bookshelf works well with Microsoft Office for Windows 95. A special shortcut menu allows you to copy and paste Bookshelf information directly into your Office program or get instant Bookshelf definitions while you're working in an Office program.

Bookshelf '95 also will take advantage of the easy-to-use Windows 95 operating system, such as the ability to use long, meaningful filenames and AutoPlay, which automatically runs Bookshelf '95 when you insert the disc.

What's new in Bookshelf '95?

Bookshelf is updated annually to include the most current facts and figures in its eight reference works. In addition to updating statistics—and adding the news of the past 12 months—Bookshelf '95 will have:

- A way to find ZIP codes for any address in the United States
- Additional multimedia files, including pictures, audio, and video clips that can enhance your printed and online documents
- A Year in Review section that helps you quickly identify late-breaking news, so your work includes the most-current facts



On the QuickShelf™ toolbar, the Address Builder provides instant access to five-digit ZIP codes from within any Windows-based program.

Have ZIP codes, will travel

The ZIP code information in Bookshelf '95 will be especially useful when you're working in your word processor, spreadsheet, or database program. Say you have a customer's street address in a client database but you're missing the ZIP code. Using the new Address Builder in Bookshelf, you will be able to highlight the street address in your database and Bookshelf will give you a list of all possible cities and ZIP codes in the United States.

More information at your fingertips

Bookshelf '95 will enhance your existing desktop applications by providing a compact disc's worth of everyday reference information. It adds 250,000 words and synonyms from *The Original Roget's Thesaurus*, compared with the roughly 40,000 words that are in the Microsoft Word thesaurus. Overall, Bookshelf provides 350,000 definitions, 80,000 spoken pronunciations, 18,000 quotes, more than 50 maps, trivia, and other useful information.

Bookshelf Intro Edition will be available online for subscribers of The Microsoft Network. It provides a preview of the content and functionality in Microsoft Bookshelf.

Microsoft Bookshelf '95 includes eight reference volumes:

- ***The American Heritage Dictionary of the English Language, Third Edition***
- ***The Original Roget's Thesaurus of English Words and Phrases***
- ***The World Almanac® and Book of Facts, 1995 Edition***
- ***The Concise Columbia Encyclopedia***
- ***The Columbia Dictionary of Quotations***
- ***The People's Chronology***
- ***Hammond Intermediate World Atlas***
- ***National Five-Digit Zip Code and Post Office Directory***

The new Works: 32-bit tools for work and home

Microsoft Works for Windows 95 takes advantage of the new operating system to help individuals and small businesses get professional results quickly and easily.

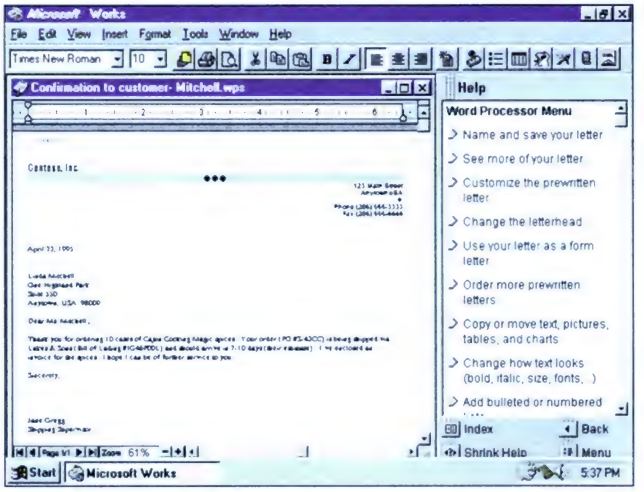
Windows 95 PREVIEW

Microsoft Works for Windows 95—scheduled for release in August 1995—is the latest version of Microsoft's integrated software program that includes the basic computing tools for word processing, spreadsheets, databases, and modem communications. Works is a single software program created for individuals and small businesses with less-extensive software demands and smaller software budgets than large corporations—but a need to work efficiently and appear professional nonetheless.

Microsoft Works for Windows 95 will run exclusively on the Windows 95 operating system. This 32-bit version of Works shares many performance and ease-of-use enhancements with Windows 95, including a similar-looking user interface, OLE technology, and long filenames. For the business computer user on a budget, Works is easy to learn, inexpensive, and can be run on a computer that has less hard disk space than is required for a full-fledged suite of desktop programs.

A design based on tasks, not just tools

With Works for Windows 95, you'll get to the end result you want easily and quickly by focusing on the task rather than the tool. At the foundation of the program is the Works Task Launcher, a user interface that will allow you to select the task you want to complete and then will provide a TaskWizard to get it done. Works will include almost 40 TaskWizards for completing basic business, educational, and home tasks, such as managing sales contacts and vendor data, and creating bid forms, quotations, employee profiles, time sheets, price lists, and proposals.



Items in the context-sensitive step-by-step Help menu relate to the task at hand, so you'll quickly access the help you need.

For example, if you want to send a letter to your banker about the investment potential of your latest business plan, you'll click the Letter TaskWizard. The wizard will ask what you would like the layout to look like. To help with content, Works also will include more than 100 prewritten letters. Choose what you want to do, follow the steps, and in no time, you get a professional-looking document.

If you like, you can save the file as "The letter I wrote to impress my banker," because Works for Windows 95 will support filenames of up to 250 characters.

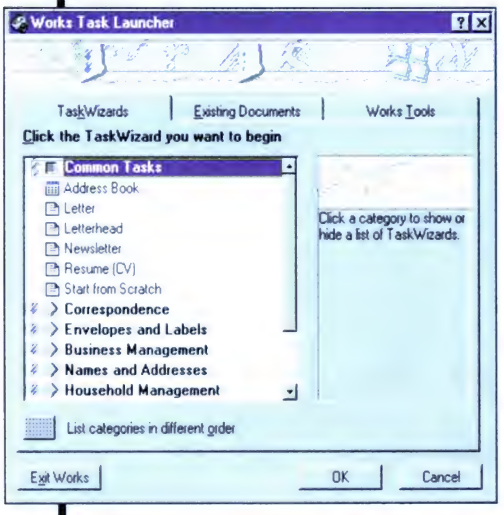
To the rescue: Step-by-step Help

In Works for Windows 95, Help will be *context-sensitive*. Step-by-step Help related to the task at hand will always be available at the side of the screen. For example, in your letter to your banker, you might want to change the letterhead, add a table of figures that supports your case, or change the font. If you're not sure how to do these things, click on the Step-by-Step Help that appears next to your document for instructions and guidance.

Sharing data between tools and other programs

The OLE technology built into Works for Windows 95 allows in-place editing plus dragging and dropping between tools, making it possible for you to add a picture from the Clipart Gallery to a document or enhance a letterhead design with WordArt. You also can work with other programs. For example, you'll be able to embed a Microsoft Excel spreadsheet in a document created in Works.

And if your computing needs change and you need the additional functions of Microsoft Excel or Word, the menus and file commands look similar in Works and in Office, so moving your files to Office is an easy next step. M



Getting started requires—literally—just a point and click. Select a TaskWizard to get a quick start on almost 40 different tasks.

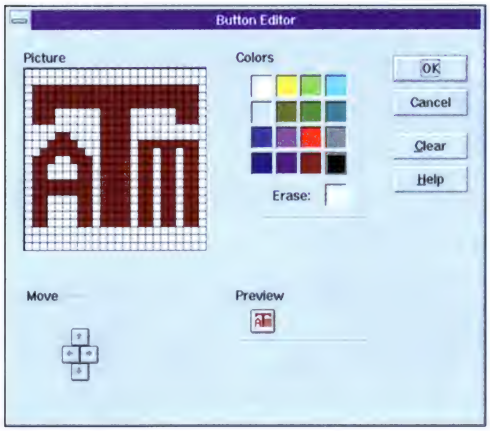
Tips and tricks

Try these tips to get more out of Microsoft Excel, Word, PowerPoint, and Microsoft Access

Microsoft Word 6.0

You can customize the look of the toolbar buttons in Word by using the Button Editor dialog box.

1. From the Tools menu, choose Customize.
2. Click the Toolbars tab.
3. In Windows, use the right mouse button to click any toolbar button on the Word toolbar (not in the Customize Toolbars dialog box) that you want to change. In Macintosh, hold down the CTRL key and click the toolbar button.
4. From the shortcut menu, choose Edit Button Image to display the Button Editor dialog box.
5. Click the Clear button to completely erase the picture on the button, or click the Erase box and then click individual squares in the Picture to erase just part of the image. (If necessary, click the Move arrow buttons to shift the Picture to see other parts of the button.)

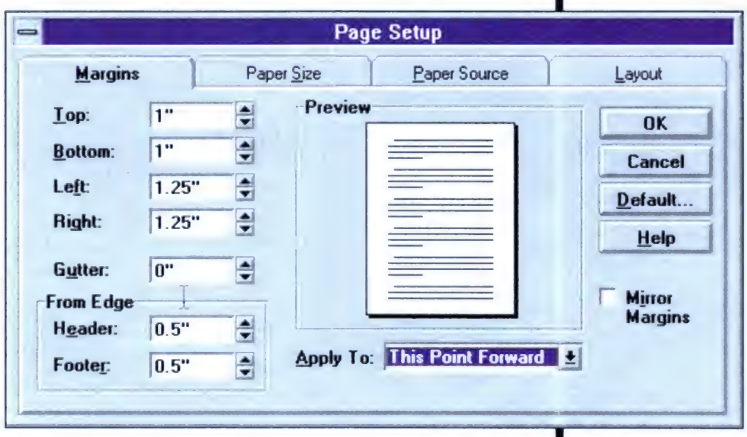


6. Click a color in the Colors palette to select it and then click each square in the Picture to "paint" the square that color. (The Preview box displays your changes to the button.)
7. Repeat step 6 to color each of the squares in the Picture.
8. Click OK to return to the Customize dialog box and then click Close to return to your Word document. Your new button is displayed on the Word toolbar.

You easily can set different margins for the first page of a document.

This tip is useful if you want a title page that's different from the rest of a document or if you want to print the first page of a document on letterhead that requires different margins.

1. Click the mouse so the insertion point is anywhere on the first page of the document.
2. In Windows, from the File menu, choose Page Setup. In Macintosh, from the Format menu, choose Document Layout.
3. Click the Margins tab.



4. To change the size of margins, type or select the measurement for the margin you want to adjust in the Top, Bottom, Left, or Right box.
5. Click Close to return to your document.
6. Click the mouse so the insertion point is at the top of the second page of the document.
7. Repeat steps 2 through 4 to change the margins to what you want the rest of the document to be.
8. In the Apply To box, select This Point Forward to apply the new margin settings to the rest of the document, and then click OK.

Microsoft Word 5.*x* for Macintosh

To paste a linked object, instead of choosing Paste Special from the Edit menu and then choosing an option from the Paste Special dialog box, you can save a step.

Simply hold down the SHIFT key when you click the Edit menu. Then, the Edit menu displays additional options to Paste Link and Paste Object.

Identifies a tip that works in Windows and Macintosh

Microsoft Excel 5.0

You can use custom number formats to display spreadsheet values in a particular fashion.

For example, you might have a range of numbers that represent ZIP codes. You can apply a custom number format that correctly displays both the five-digit and nine-digit ZIP codes.

1. Select the cells containing the ZIP codes.
2. From the Format menu, choose Cells.
3. Click the Number tab.
4. In the Code edit box, type the number format code
   `[<=99999]00000;[>=100000]00000-0000`
   and click OK.

Before formatting

	A
1	28134
2	28226
3	981254364
4	98732
5	879769876
6	678541432

After formatting

	A
1	28134
2	28226
3	98125-4364
4	98732
5	87976-9876
6	67854-1432

You can create a custom number format that displays "dot leaders" to a range of cells.

1. Select the cells.
2. From the Format menu, choose Cells.
3. Click the Number tab.
4. In the Code edit box, type the number format code *@**. and click OK.

Before formatting

	A	B
1	Apple	1
2	Banana	2
3	Carrot	6
4	Grape	11
5	Kiwi	9
6	Mango	7
7	Orange	4
8	Watermelon	3

After formatting

	A	B
1	Apple	1
2	Banana	2
3	Carrot	6
4	Grape	11
5	Kiwi	9
6	Mango	7
7	Orange	4
8	Watermelon	3

See Chapter 12 of the *Microsoft Excel 5.0 User's Guide* for other types of custom number formats.

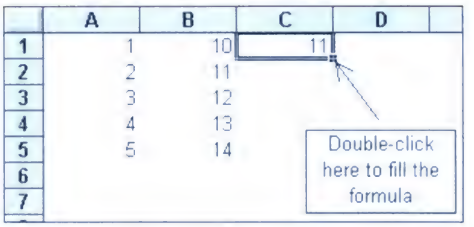
You can use shortcut keys to quickly enter the current date or time.

- To enter the current date in the active cell, press CTRL+;
- To enter the current time in the active cell, press CTRL+SHIFT+;

You quickly can fill a range of cells adjacent to a range of data by double-clicking the fill handle.

For example:

1. Type numbers in the range A1:B5.
2. Type =A1+B1 in cell C1.
3. Double-click the fill handle for cell C1 and the formula will fill down to cell C5.



If you do not see the fill handle, follow these steps:

1. From the Tools menu, choose Options.
2. Click the Edit tab.
3. Select the Allow Cell Drag And Drop option and click OK.

Microsoft Access 2.0 for Windows

Adding a new form to an existing database is easy. It takes just two mouse clicks.

1. In the Database window, click the name table or the query that contains the data you want to have in the form.
2. Click the AutoForm button on the toolbar. (Of the two buttons that have lightening bolts on them, it's the button on the left.)

Microsoft Access creates a form from the data. You can use this form as is, or choose Form Design from the View menu to edit the form and add your final touches.

There are numerous shortcut keys in Microsoft Access that can help you get your work done faster.

Here are the most-common ones.

SHORTCUT KEY	ACTION
F2	When you press the TAB key to move from one field to the next, you are in *navigation mode*. If you press the F2 key, you change to *edit mode*. It selects everything in a field so that the contents of the field are replaced by what you type. Press F2 again to switch back to navigation mode.
F11	If you have a form open and you need to quickly get back to the Database window, press the F11 key and the Database window pops to the front.
CTRL + '	Inserts the same value as in the previous record.
CTRL+SHIFT+;	Inserts today's date into a field.
SHIFT + ENTER	Saves the current record.

For more shortcut keys, search Help for **Keys** in Microsoft Access or look on the back cover of the *Microsoft Access User's Guide*.

Microsoft PowerPoint 4.0

You can use the arc tool to create a design element—an arrow that points to itself in a circle.

1. Click the Arc tool, and drag your mouse to create an arc with a 90° curve. Hold down the SHIFT key as you drag to create a perfectly round curve.
2. Double-click on the line of the arc, and edit handles appear on both ends.
3. Click one of these edit handles and drag one end of the arc around until it almost meets the other.
4. From the Format menu, choose Colors And Lines.
5. Select an arrowhead and a thick line style.
6. Click OK.

You can easily copy from a PowerPoint sample file into your presentation and then make changes to match your needs.

PowerPoint includes a number of sample files of tables, flowcharts, time lines, and calendars. You can find these sample files in your Samples folder.

1. From the File menu, choose Open.
2. In Windows, select the Samples directory. In Macintosh, select the Microsoft PowerPoint 4: Samples folder.
3. Select the file, and then choose OK.
4. Select an object on any of the sample slides and choose Copy from the Edit menu to copy it.
5. Choose your presentation from the list of open presentations in the Window menu.
6. Go to the slide where you want to add the object and choose Paste from the Edit menu.
7. From the Draw menu, choose Ungroup and then modify the object as you wish.

If you did not include the sample files when you installed PowerPoint, you can add them by running PowerPoint Setup again.

1. Double-click the PowerPoint Setup (or Office Setup) icon in Program Manager (Windows) or Desktop (Macintosh).
2. From the PowerPoint (or Office) Installation Maintenance Program dialog box, choose the Add/Remove button.
3. If you're running PowerPoint Setup, skip to step 4. If you're running Office Setup, from the Maintenance Installation dialog box, select PowerPoint and click the Change Option button.
4. Select Help, Quick Preview, and Cue Cards and click the Change Option button.
5. Select the Sample Slides check box and click OK.

When in slide sorter view, you can preview the transitions you have assigned to your slides.

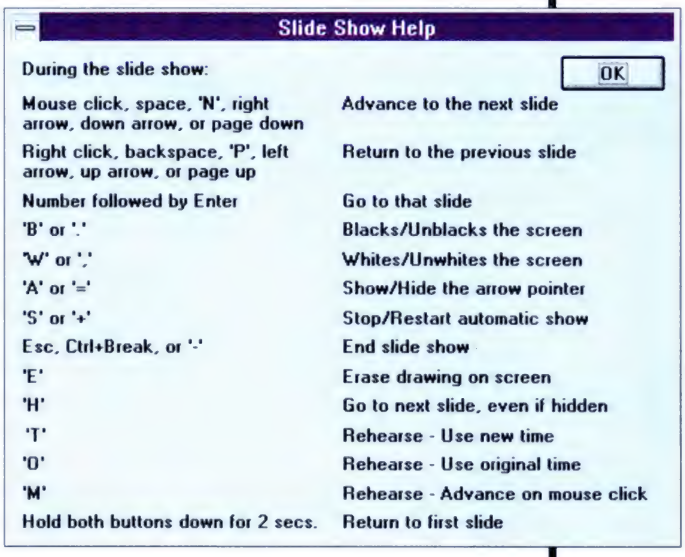
If you have a transition assigned to your slide, a small icon appears at the bottom left of that slide. Click the icon once, and you can watch the transition on the thumbnail image of the slide.

To assign a transition to a slide:

1. In slide sorter view, select the slide by clicking it once.
2. From the Tools menu, choose Transition.
3. Select the type of transition effect and the relative speed.
4. Click OK.

Take more control of your slide shows.

For example, you have a lot of control as to what the screen looks like while you're giving your presentation. You can black out the screen if you want to draw the audience's attention to yourself (rather than the screen), or you can jump to any slide anywhere in your presentation. For a list of commands that you can use during a PowerPoint slide show, press the F1 key (or the HELP key on a Macintosh) while running your slide show.


Slide Show Help
During the slide show:
OK
Mouse click, space, 'N', right arrow, down arrow, or page down
Advance to the next slide
Right click, backspace, 'P', left arrow, up arrow, or page up
Return to the previous slide
Number followed by Enter
Go to that slide
'B' or '.'
Blacks/Unblacks the screen
'W' or ','
Whites/Unwhites the screen
'A' or '='
Show/Hide the arrow pointer
'S' or '+'
Stop/Restart automatic show
Esc, Ctrl+Break, or '-'
End slide show
'E'
Erase drawing on screen
'H'
Go to next slide, even if hidden
'T'
Rehearse - Use new time
'O'
Rehearse - Use original time
'M'
Rehearse - Advance on mouse click
Hold both buttons down for 2 secs.
Return to first slide

Rx for a medical records database in Microsoft Access

A custom database solution built on Microsoft Access helps the Special Needs Clinic focus on patients—not paperwork

The Special Needs Clinic at Columbia-Presbyterian Medical Center in New York City provides psychotherapy and other mental health services to children and families affected by HIV and AIDS. "Our paperwork requirements are onerous," says Jennifer Havens, M.D., medical director of the clinic, which serves mostly low-income families whose lives are often complicated by substance abuse and neglect. "It tends to take a backseat because when someone is in a clinical crisis, your priority is not on getting the paperwork done." The clinic needed a system that would allow it to reduce the repetition of many of its tasks, complete forms and reports more quickly, and access and use meaningful data in the quest for much-needed funding and valuable planning information.

Developers Matthew Cavalletto (top) and Halle Winkler

Matthew Cavalletto and Halle Winkler—who, in their day jobs at Evolution Online Systems, develop Internet sites and provide consulting—recently donated their spare time over a two-month period to develop a custom medical records database built on the Microsoft Access database management system.

"The clinic was using a simple flat-file database to handle a few of the forms they used on a regular basis," says Cavalletto. "People liked it and kept coming back saying, 'Can you make this form talk to this form?' In a flat-file system, many different and complex data structures with a lot of relationships between them will bog down the system. Maintaining it becomes a big overhead issue. Clearly, this was a job for a relational database."

The developers opted for Microsoft Access, in part because of the easy graphical development environment. And, because the clinicians are very busy and many are self-described technophobes, says Winkler, "the system had to be easy to use. It had to replicate what people were accustomed to doing by hand."

Four simple steps to a solution

➤ **Getting started.** Working closely with the clinic staff, the developers began by assessing how all the information is used and then prioritizing the data so it could be recategorized into tables—containers of information that form the basis of a relational database. Then, they created a table for each category of data, encompassing everything from a patient's name and address to HIV status to the type of service provided, such as psychotherapy or psychopharmacology.

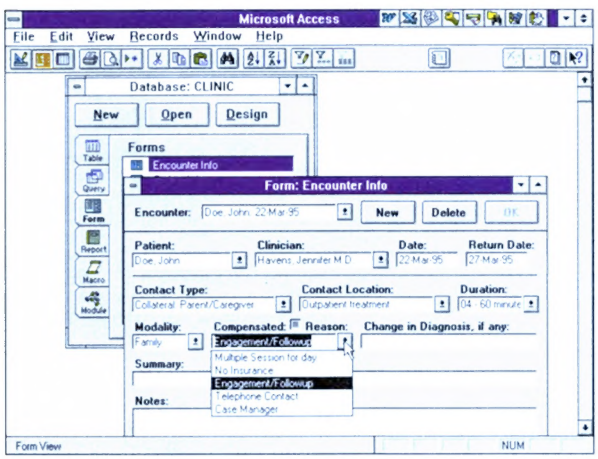
➤ **Step 2.** The second step was to identify how all the data in these tables relates. "Most tables don't mean anything by themselves," Winkler points out. "The Service Category table, for example, has just an ID number and a field containing a service description, such as outpatient treatment. By itself, it couldn't be a form. But by relating it to other data, this information will be available and useful in a lot of different forms and reports."

The graphical relationship editor in Microsoft Access made the process of defining relationships "totally painless," according to Cavalletto. "Say we want to create a form that includes the patient's name and address, medical status, and clinician name and title. To link this data to the data in other tables, we can just drag and drop between the fields in the tables. We don't have to write any code to express the links we're creating."

➤ **Step 3.** Next, the developers built queries, which serve as filters for data stored in the tables. Queries allow the user to retrieve from the database specific data that is needed for a form or report, or that can be exported to another program. For example, the clinic is required to keep on file a hard copy of a report documenting each encounter between a clinician and a patient. A query can pull the precise information needed for this report from a variety of tables, such as patient's name, duration of encounter, and contact type, such as a counseling session or psychopharmacological treatment.

Medical Director Dr. Jennifer Havens provides feedback on a form created for the clinic database.

➤ **Step 4.** Finally, the developers created computer-based forms, which Winkler describes as "the interface—the place where the data is going to be used." Using the form designer in Microsoft Access, she and Cavalletto set up the fields and commands that make up the forms. Wherever possible, they used pop-up menus so that the clinician can choose from a fixed list rather than type repetitive information, such as clinician name or service description, each time. An intelligent approach to form creation has helped the clinic improve efficiency and accuracy. For example, when a clinician creates a new encounter form, Microsoft Access automatically identifies the encounter based on the patient name and date, such as **Doe, John: 22-Mar-95**. This way, all encounter reports are identified by the same convention, making them easier to track and find in files.



Forms—the "interface" of the database—feature pop-up menus that reduce the need to manually enter repetitive information.

Customized reports—which are useful in education and fund-raising, and in several cases, required by law—also are important to the clinic. "Reports are easy to build because a lot of the process is automated," says Cavalletto. "You can go to the report screen, click New, and use a wizard to make a report for a particular query. It walks you through the steps and you get a nice little report."

Faster access to data brings immediate and long-term benefits

Though it has been in use only since March, the easy-to-use database has helped the clinic focus attention where it belongs: on providing care. Says Clinic Social Worker Sheila Ryan, "These children deserve the very best. We would rather be helping them resolve their problems than writing out the same treatment plans over and over." According to Dr. Jennifer Havens, "Day-to-day tasks are made much easier with this program. Repetitive fields automatically pop up in menus, so there's less data that has to be entered. Plus, all the records are in one spot, so a clinician doesn't have to go through 700 pieces of paper to get the information needed."

Dr. Havens points out that the database brings long-term advantages to the clinic as well. With Microsoft Access, data can be directly exported for analysis in other programs. The clinic uses Microsoft Excel and a high-end statistical package. "With the new system, I can export data directly into Microsoft Excel instead of having to input it manually," says Havens. "We can access valuable data that helps us in terms of program development and education." M

Children come to the Special Needs Clinic each day for support, therapy—and a chance to play.

"If I have good data, I can show people what the service needs are."

The Special Needs Clinic is located in upper Manhattan's Washington Heights neighborhood. Crowded and understaffed, the clinic is understandably chaotic, given the pace and caseload of the staff, who see as many as 300 patients—mostly children—in a month.

Founded in 1991 by Dr. Jennifer Havens and psychologist Claude Ann Mellins, the clinic helps children and families cope with the emotional and mental health problems that accompany HIV and substance abuse. In less than four years, the program has grown from employing two clinicians to a full-time staff of nine, including psychologists, social workers, research assistants, and outreach workers.

Largely dependent on external funding, the clinic has to regularly prove its need for resources, such as more staff members. "That's why this database has been a godsend to us," says Dr. Havens. "For people to understand what kind of resources we need, they have to understand the nature of the problems our patients face. HIV is not the only problem these families have; it's not just a matter of providing bereavement counseling. These kids also face poverty and parental neglect. A significant number have learning problems or hyperactivity disorders. Many of their parents have abused drugs. You can't take care of these problems with one psychologist or one social worker. If I have good data, I can show people what we see in a clinical setting, what the service needs are, and what we have to do to handle this population—and people respond much better to numbers."

The Special Needs Clinic is one of 11 U.S. sites funded by the Substance Abuse and Mental Health Services Administration's HIV/AIDS Mental Health Services demonstration program. For more information about the Special Needs Clinic or to find out how you can help, contact Dr. Jennifer Havens at jhavens@interport.net or (212) 305-3093.

The future of making computing easier

By Brad Chase

In the Personal Operating Systems division at Microsoft, we're working to help people take advantage of the most-current advances in technology. The Windows 95 operating system enhances computing through advanced multimedia capabilities, easy communications, links to the Internet, and 32-bit technology advantages, including multitasking and better networking. As technology advances, Windows will continue to advance the possibilities of computing.

We will make computers easier and more automatic. Eventually, computers will be able to respond to your voice commands. When businesses and homes are connected in the future via satellite or fiber-optic cables that put ever more information "on the wire," multimedia communications will truly become the norm. Desktop conferencing with real-time, full-motion video simultaneously transmitted with other data could replace how people use mail—even electronic mail—today. Rather than copying a file and sending it across the country to you, I'll be able to just as quickly call to show you the information and discuss it with you.

Tomorrow's operating systems also should make PCs more useful at home. Windows 95 makes dramatic steps in this direction. In the next step, computers could become an "integration tool" at home, offering vividly realistic games, multimedia information, and the capabilities to manage all types of appliances from security alarms to televisions. For example, you'll be able to use the PC in your TV—or the TV in your PC—to watch a favorite TV show when you want, without conforming to a network-determined broadcast time or having to tape the show for later viewing.

In the home and office, new operating system APIs (application programming interfaces) and drivers will put interactive magazines online and make them more useful by allowing you to communicate with other subscribers, call up back issues, watch videos and demos, and more.

Via the Internet, The Microsoft Network, and tomorrow's networks, your computer will connect you to information just as easily as today's telephone connects you to people. You'll be able to do more than search your hard disk for all files that have information about XYZ Corporation. You'll be able to easily search every permissible hard disk in your company or in the world for information about XYZ Corporation.

The possibilities are tremendous. Our challenge is to remember that the true value of computing is in making it easier—and more fun—to communicate and use information. M

Brad Chase is general manager in the Personal Operating Systems division at Microsoft.

My ideal operating system

By William E. Ferguson

The ideal operating system would be—in a word—intuitive. It would learn to work the way I work and not the other way around. A universal in-basket, electronic communications capabilities, and individual and workgroup scheduling would be integral components.

The ideal operating system would learn my routine. It would know that the first thing I do in the morning is check my daily appointments, retrieve company e-mail, then read my favorite Internet newsgroups. All of this information would be waiting for me. It should defragment my hard disk on the fly and back up my data files in the background automatically. It would archive the files I haven't used for an extended period but may need in the future.

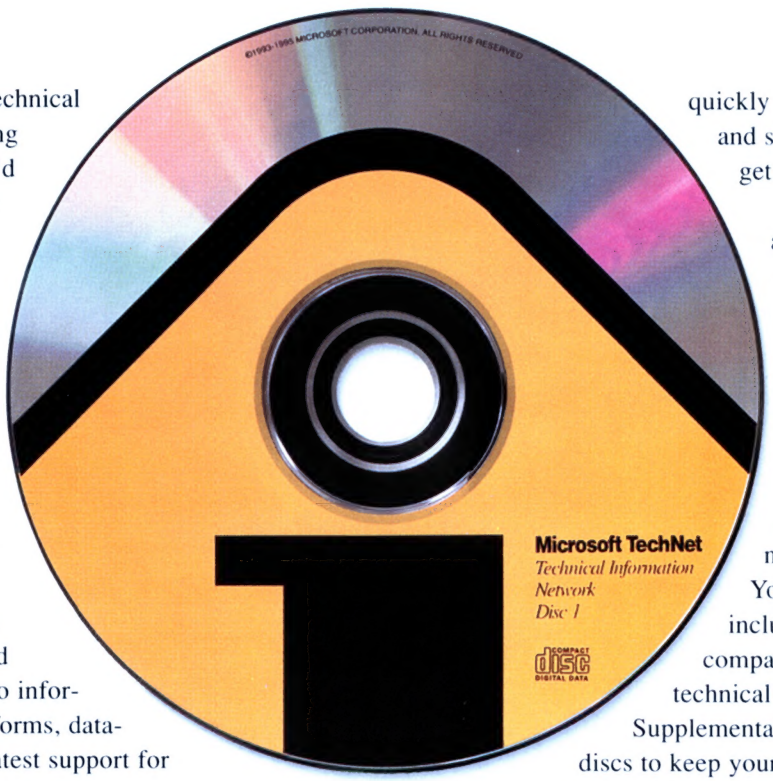
The ideal operating system would manage system operations behind the scenes and repair minor problems without bothering me. It would not require me to learn a multitude of commands that may differ from one program to the next. It would be an extension of my thoughts and work habits. When I bring my notebook computer into the office, it would know that it should establish a wireless connection, update my schedule, and retrieve messages and documents I created in the field. It would allow two-way voice communications without keystrokes or mouse clicks.

When I need this month's stats, I don't want to say, "Excel, File, Open, One, Enter." The operating system should understand, "Go to Records Management and get this month's statistics. Graph and display them for me." When I approve the stats, it should know that I send my monthly statistical report to my boss in a particular report format, complete with charts and graphs. The operating system should generate the report and send it on its way.

The ideal operating system will be a smart communicator. It will be able to understand how I work and anticipate my needs. And it will maintain my system integrity without having to be told what to do. It will know when I install new hardware or software and adjust itself accordingly. It will become another valuable coworker in my office and not just a collection of programs to manage a box on my desk. M

William E. Ferguson is a detective lieutenant in the Bellevue, Wash., Police Department, White Collar Crime division.

Why spin your wheels trying to solve those *aggravating technical problems* when you could spin this instead?



If chasing down technical problems has you chasing your tail more than you'd like to admit, Microsoft has a suggestion. Stop, take a deep breath, and put on a TechNet CD.

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